

COMMONWEALTH OF PENNSYLVANIA



PATRICK M. CICERO
Consumer Advocate

OFFICE OF CONSUMER ADVOCATE
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, Pennsylvania 17101-1923
(717) 783-5048
(800) 684-6560

 @pa_oca
 /pennoca
FAX (717) 783-7152
consumer@paoca.org
www.oca.pa.gov

December 14, 2023

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Office of Consumer Advocate and
Office of Small Business Advocate
v.
Commonwealth Telephone Company,
LLC d/b/a Frontier Communications
Commonwealth Telephone Company
Docket No. C-2023-3037574

Dear Secretary Chiavetta:

Pursuant to the October 25, 2023, Supplemental Settlement Order, the Office of Consumer Advocate submits the Public Comments for the record. Per the October 25th Order, interested members of the public submitted their Comments electronically to the Parties to the Joint Petition for Settlement and ALJs Steven K. Haas and John Coogan during the Public Comment Period. Copies of Comments transmitted by mail are also included. An OCA compiled log of the Public Comments received, in date order, is included for reference.

Copies have been served as indicated on the enclosed Certificate of Service.

Respectfully submitted,
/s/ Barrett C. Sheridan
Barrett C. Sheridan
Assistant Consumer Advocate
PA Attorney I.D. # 61138
BSheridan@paoca.org

Enclosures:

cc: The Honorable Steven K. Haas (**email only**)
The Honorable John Coogan (**email only**)
Certificate of Service

4863-7813-1349, v. 2

CERTIFICATE OF SERVICE

Office of Consumer Advocate and :
Office of Small Business Advocate :
v. : Docket No. C-2023-3037574
Commonwealth Telephone Company, :
LLC d/b/a Frontier Communications :
Commonwealth Telephone Company :

I hereby certify that I have this day served a true copy of the following document, the Public Comments transmitted by the Office of Consumer Advocate for the record, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below. This document was filed electronically on the Commission's electronic filing system.

Dated this 14th day of December 2023.

SERVICE BY E-MAIL ONLY

Richard A. Kanaskie, Esquire
Bureau of Investigation & Enforcement
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120
rkanaskie@pa.gov
Counsel for I&E (Non-Party)

Sharon E. Webb, Esquire
Office of Small Business Advocate
555 Walnut Street
1st Floor, Forum Place
Harrisburg, PA 17101-1923
swebb@pa.gov
Counsel for OSBA

Norman J. Kennard, Esquire
Bryce R. Beard, Esquire
Eckert Seamans Cherin & Mellott, LLC
213 Market Street, 8th Floor
Harrisburg, PA 17101
nkennard@eckertseamans.com
bbeard@eckertseamans.com
Counsel for "Frontier Commonwealth"

Lauren M. Burge, Esquire
Eckert Seamans Cherin & Mellott, LLC
600 Grant Street
44th Floor
Pittsburgh, PA 15219
lburge@eckertseamans.com
Counsel for "Frontier Commonwealth"

SERVICE BY E-MAIL ONLY (continued)

Frederick Thomas, Esquire
Vice President, Associate General Counsel,
US Counsel for Commercial Sales, &
East Region Operations Counsel
Frontier Communication Parent, Inc.
401 Merritt 7
Norwalk, CT 06851
FT7230@ftr.com
Counsel for "Frontier Commonwealth"

/s/ Barrett C. Sheridan
Barrett C. Sheridan
Assistant Consumer Advocate
PA Attorney I.D. # 61138
BSheridan@paoca.org

Aron J. Beatty
Senior Assistant Consumer Advocate
PA Attorney I.D. # 86625
ABeatty@paoca.org

Counsel for:
Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
Phone: (717) 783-5048
Dated: December 14, 2023
*4859-7429-8517

OCA Log of Public Comments
RE: Joint Petition for Settlement, Docket No. C-2023-3037574

#	Consumer First Name	Consumer Last Name	Address	Contact Info	Date Received
1	William	Grosz		wbrg1234@gmail.com	10/30/2023
2	Sara	Bailey		baileysara35@yahoo.com/570-529-2211	10/30/2023
3	Bonita	Estes		bonitaestes27@gmail.com	10/31/2023
4	Marcia	Lee Harding	1411 Mack Rd Mansfield, PA 1693	mlee1958@icloud.com/570-659-5974	10/31/2023
5	Mike	Bonk		lakewoodblks@gmail.com	10/31/2023
6	Dorothy	Clark		dorothymlark@frontier.com	10/31/2023
7	Richelle	Stapleton	209 White Creek Rd, Meshoppen, PA 18630	greenladybug@frontiernet.net	10/31/2023
8	Rebecca	Richner		rrichner@gmail.com	10/31/2023
9	Caprice	McCarthy		shiann57@hotmail.com	10/31/2023
10	Edward	Miles	1957 Hills Creek Rd Wellsboro, PA 16901	edm195@frontier.com	10/31/2023
11	Bob	Pyznar		emt12emt12@gmail.com	10/31/2023
12	Nicole	Ives		ivesranchandwoodworking@gmail.com	10/31/2023
13	David	Scrimshaw	227 Collum Rd. Tioga, PA 16946	pwsnav06@aol.com	10/31/2023
14	Gerard	Doran	1063 S Elk Run Rd Wellsboro, PA 16901	hgerardp@gmail.com	10/31/2023
15	Becky	Schwarz	Millerton PA	becky.schwarz@gmail.com	10/31/2023
16	No Name	Presented		eminer403@gmail.com	10/31/2023
17	Dawn	Coy		dmcov12387@gmail.com	10/31/2023
18	Michael	Rayias	580 Wilber Rd Hop Bottom, Pa 18824	rayias@yahoo.com	10/31/2023
19	Edward	Seelye	166 Deer Lane Tioga Pa. 16946	edseelye@yahoo.com	10/31/2023
20	Melvin	Kinney		mlkinney@ptd.net	10/31/2023
21	Michele	Hull		michelehull9744@gmail.com/570-924-4768	11/1/2023
22	Andrea	Zemel		anzems@gmail.com	11/1/2023
23	Susan	Gleason		susangleason@gmail.com	11/1/2023
24	Billiejo	Higley		cherrytwpbh37@gmail.com	11/1/2023
25	Judy	Frey		judy.frey@ericinsurance.com	11/1/2023
26	Katie	Place		kplace55@icloud.com	11/1/2023
27	Susan	Cavanaugh-Perrins		jcous2002@yahoo.com	11/1/2023
28	Scot	Murray	150 Murray Ln, Dushore, PA 18614	scotmurray88@gmail.com	11/1/2023
29	Arthur	Cairns	Taylor Hill Road, Dushore, PA	caims.arthur.jr@gmail.com	11/2/2023
30	David	VanLoon		dcvsrlattn@gmail.com	11/2/2023
31	No Name	Presented		themilpond@icloud.com	11/2/2023
32	Ellen	Blais		ellenblais@yahoo.com	11/2/2023
33	Michael & Sara	DiParlo		mdiparlo@gmail.com	11/2/2023
34	Joyce	Stein	2193 Shotgun Hollow Road, Ulster, PA 18850	jmstein7@yahoo.com	11/3/2023
35	Ted	Orlowsky		tpo4523@gmail.com	11/3/2023
36	Jacqueline	Sanders	1282 Brackney Hill Rd, Brackney, PA 18812	billnjackie@frontiernet.net	11/3/2023
37	Jae Dee	Kocher		jaedeek@epix.net/570-439-0064	11/3/2023
38	Kathy	Stephenson		from.katdstephenson@gmail.com	11/3/2023
39	David & Judith	Frost	Covington PA. 16917	judgejudv16917@yahoo.com	11/3/2023
40	No Name	Presented		chevy71@epix.net	11/3/2023
41	Alex & Karen	Frantz	1304 Donovan Road, Brackney, PA 18812	frantzat@frontiernet.net	11/3/2023
42	Roberta	Hamblin	Mansfield PA	jcfom7@gmail.com	11/4/2023
43	Debra	Graber	10250 Route 6. Wellsboro PA 16901	dag_60@yahoo.com	11/4/2023
44	Cristine	Clayton		cristineclayton@yahoo.com	11/4/2023
45	Jerry	Bockus		phoenix9290@yahoo.com	11/4/2023
46	Diane	Stahl		buddy2@epix.net	11/4/2023
47	Cory	Snyder		cmsnyder194@gmail.com	11/4/2023
48	Karen	Carlin		karencarlin898@gmail.com	11/5/2023
49	Rocco & Kay	Serine	2347 Bunnell Road, Meshoppen, PA 18630	kayserine1@gmail.com	11/5/2023
50	Cathy	Barber	65 Heater Hill Road, Lawrenceville, PA 16929	wizard1@epix.net	11/5/2023
51	Allen	Oakes		oafarm@epix.net	11/5/2023
52	Woodrow	Johnson		woodyjohnson@frontier.com	11/6/2023
53	Cindy	Shaylor	457 Cease Drive, Troy, PA 16947	cshaylor@trovareasd.org	11/6/2023

54	Brandi	Baker		pineapplefish28@gmail.com	11/7/2023
55	George	Lockett	627 Granger Ln Morris, Pa. 16938	alwaysworking2006@yahoo.com	11/7/2023
56	Betty	Bozman	37 Route 4008 Forksville PA 18616	570-337-7562/570-924-3619	11/8/2023
57	Leona	Adams	1467 Covey Hill Rd New Albany PA 18833	leonaadams@gmail.com	11/8/2023
58	Jay & Priscilla	Ziegler		ziegler_jay@yahoo.com	11/8/2023
59	John Thomas & Barbara	Yarnall	Forksville, PA	barbarafalci@yahoo.com	11/8/2023
60	Robert & Debra	Harvey		rcharvey55@gmail.com	11/9/2023
61	Rick and Marirose	Albanese	Forkston Township PA	thealbaneses@comcast.net	11/9/2023
62	Chris	Forba		chrisforba@gmail.com	11/11/2023
63	Carol	Ludington		carolaludington@gmail.com	11/11/2023
64	Robin	Nice	48 Wolf Run Rd Wellsboro, PA 16901	nice1978@frontier.com	11/11/2023
65	Barbara	Singley	1825 Fall Run Rd, Wysox, PA 18854	1825onthehill@gmail.com	11/12/2023
66	Joe & Cecilia	Otto	Wellsboro, Pa	hickoryhollowfurniture@hotmail.com	11/12/2023
67	Robert	Ross	146 Cattail Lane Wellsboro, PA 16901	rmross4@gmail.com	11/12/2023
68	Ronald	Jones	102 Sweet Briar Road Wellsboro, Pa. 16901	rwj16901@yahoo.com	11/12/2023
69	Doyle	Buchanan		d_kbuchanan@frontiernet.net	11/13/2023
70	Toni	Wales		twales@centreconcrete.com	11/13/2023
71	Gary	Bates	989 Maple Street Little Meadows, PA 18830	41willys@frontiernet.net	11/13/2023
72	Sandra	Lower	240 Route 87 Hillsgrove PA 18619	570-924-3292	11/13/2023
73	Keith	Slocum		slocum_keith67@gmail.com	11/13/2023
74	Marlene	Benjamin	5100 French Asylum Rd, Towanda PA 18848	mab.47@frontier.com	11/13/2023
75	Randy & Becky	Raymond	1252 Lake Rd, Wellsboro PA 16901		11/13/2023
76	Barbara & Spencer	Davis		bsdavis@epix.net	11/14/2023
77	Jack & Kris	Reilly	Covington, Pa.	jkreilly3@frontier.com	11/14/2023
78	John	Tomb	1945 Cummings Creek Road Middlebury Center, Pa. 16935	jtomb1@epix.net	11/14/2023
79	Michael	Histand	57 Johnson Road Middlebury Center, PA 16935	mrhistand@gmail.com	11/15/2023
80	Sharon	Swavely	1056 South Street, Pottstown PA 19464		11/15/2023
81	Joseph	Spencer		jujo@frontiernet.net	11/16/2023
82	John & Ellen	Wise	613 Westgate Road Mansfield, PA 16933	jackwise47@gmail.com	11/16/2023
83	Jim & Lindy	Conoscenti	Wellsboro, Pa	jimlindy@gmail.com	11/17/2023
84	Lynn	Bristol		nettie7224@gmail.com	11/18/2023
85	Ronald	Carey		cac7018@frontiernet.net	11/19/2023
86	Thomas	Sumner	5602 Lambs Creek Rd Mansfield PA, 16933	knk1bstr@frontiernet.net	11/20/2023
87	Kelly	Finan	4450 State Route 2002 Hop Bottom PA	kellvefinan@gmail.com	11/20/2023
88	James	Minderler Jr		svfd39r09@gmail.com	11/21/2023
89	Tom	Janeski	716 N Callahan Road, Wellsboro, PA 16901	twjaneski@gmail.com	11/21/2023
90	Danielle	Yost		dvost@voststucco.com	11/22/2023
91	Thomas	Shaver	21 Back Acres Ln, Tunkhannock, PA 18657	logcabin@epix.net	11/22/2023
92	Daniel & Bethany	Bower	210 Corwin Rd., Tioga, PA 16946	ntseed@ptd.net	11/27/2023
93	Earlene	Bailey		earl64@me.com	11/28/2023
94	Jim	Frederick		jimjanefred@verizon.net	11/28/2023
95	Debbie	Hickok		debbbers128@gmail.com	11/29/2023
96	Patricia	Lepley		leplevfarms@icloud.com	11/29/2023
97	Francis & Linda	Quail	1174 North Street, Shunk PA, 17768		11/30/2023
98	Elizabeth	Tokarz	Covington, PA	toka563@hotmail.com	11/30/2023
99	Elwin & Charlene	Fitch	46 Henry Ln, Roaring Branch PA, 17765		12/1/2023
100	Kathleen	Carver		ekcarver@verizon.net	12/2/2023
101	Scott & Laura	Griffith	379 Warner Road, Montrose, Pa. 18801	griffspace@epix.net	12/2/2023
102	Rachel	Bresett	1097 Aumick Road, Sayre, PA 18840	mbresett@gmail.com	12/3/2023
103	Steve	McCormack		s123@epix.net	12/3/2023
104	Karen	Hadaway-Patton		hadapat734@frontiernet.net	12/4/2023
105	Irma	Beardslee	Springville, PA	aa@epix.net	12/4/2023
106	Betty	Welch	2559 Canoe Camp Creek Rd, Covington, PA 16917	570-659-5583	12/4/2023
107	James	Day	1206 Station Hill Rd, Nicholson, PA 18446		12/4/2023
108	Donna	Worden	1881 Bells Run Rd, Shinglehouse, PA 16748	814-697-6606	12/4/2023
109	Thomas	Delovich		eldironwood@yahoo.com	12/4/2023
110	June	McNett		mcnett433@icloud.com	12/4/2023
111	Jack	Barr		jackdbarr56@gmail.com	12/5/2023

112	Nichole	Buck	Covington PA Tioga County	nicholebucknmb@gmail.com	12/5/2023
113	Lisa	Doud	2702 Hills Creek Lake Rd, Wellsboro, PA 16901	lissum05@ptd.net	12/5/2023
114	Carol	Padgett	Lawrenceville PA	570-418-2486	12/5/2023
115	Brock	Bowser		bowserbrock28@gmail.com	12/6/2023
116	Garron & Ginger	Kreger	63 Henry Drive, Montoursville PA 17754	lajones39@hotmail.com	12/6/2023
117	Cindy	Lear		pookiemoe23@gmail.com	12/6/2023
118	Lilly	Gioia	6220 Farr Hollow Road, Forkston Township, PA 18629	lilly.gioia@gmail.com	12/6/2023
119	Jerome & Nina	Copley		naterrey@ptd.net	12/6/2023
120	Lana	Boyden		lmboyden@hotmail.com	12/6/2023
121	Lori	Heatley		heatlo00@icloud.com	12/7/2023
122	Patricia	Smith	52 Ashley Hill Crossover Road, Mansfield, PA 16933	rmpspas@epix.net	12/7/2023
123	Donna	Baker	1178 Linck Hill Road, Morris, PA 16938	momo2innauvoo@yahoo.com	12/8/2023
124	Stacy	Fassett		islandofmisfittoyz@gmail.com	12/8/2023
125	Anne	Belles	10876 State Route 3001, Montrose PA 18801	amark290@gmail.com	12/8/2023
126	Laurie	Wilbur		laurielw67@gmail.com	12/8/2023
127	Teresa	Banfield	Litchfield Township	tbanfield@yahoo.com	12/9/2023
128	Dev	Wilcox		dkwilbur@frontiernet.net	12/11/2023
129	Deanna	Antonow	787 Johnson Rd , Rome, PA 18837	570-247-2749	12/11/2023
130	Dennis & Sheila	Birchard	1968 Cobb Hill Rd, Montrose, PA 18801		12/11/2023
131	Bill	Bayne	515 Jones Creek Rd, Hallstead, PA 18822	570-967-2673	12/11/2023
132	June	Teague	P.O. Box 101 Mansfield PA 16933	570-659-5490	12/11/2023
133	Deborah	Wilson	P.O. Box 221 Eagles Mere PA 17731	570-525-3348	12/11/2023
134	Louis	Aiello		louie.aiello@gmail.com	12/11/2023
135	Bob	Bernhardt		bbob18848@gmail.com	12/11/2023
136	Sally Ann	Callahan		sallyann@epix.net	12/11/2023
137	Carol	Mordan		cmordan@frontiernet.net	12/11/2023
138	Bill	Cecil	532 Shear Road Wellsboro, PA 16901	570-724-2964	12/11/2023

Marshall, Ryan F.

From: frantzat@frontiernet.net
Sent: Friday, November 3, 2023 9:02 PM
To: FrontierSettlement
Subject: Our experience with asking for help from Frontier Communications

Some people who received this message don't often get email from frantzat@frontiernet.net. [Learn why this is important](#)

Names on Account

Alex & Karen Frantz
1304 Donovan Road
Brackney PA 18812

We contacted our PA State Rep. Jonathan Fritz and his office put Frontier Communications in touch with us. We received a call from Bridgette. She got a service tech involved who attempted to help us, but was honest with us. The equipment is not adequate to get you the service you are paying for. We did get better service for about 5 days. It has degraded again to 0.45 download and 0.25 upload. This make it almost impossible to complete banking transactions. Ordering online is available at times if you have 2 hours to spend on it. Any medical portals we are to be logging into for checking in, reviewing results, scheduling appointments, is impossible.

We have all 4 our of parents still alive and we need to complete the medical help. They are all in their late 80s.

We pay over \$110.00 a month and have days when it is almost impossible to get service. It is even more frustrating when we can't use the phone. We have spotty cell service. With aging parents we need the phone.

I have attempted to get credits for lack of service. I've gotten a few dollars. But \$0.25 cents for being a loyal customer of 35 years for one month hurts. I've never missed paying my monthly invoice. We feel trapped.

Alex Frantz

Marshall, Ryan F.

From: oafarm@epix.net
Sent: Sunday, November 5, 2023 10:12 AM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from oafarm@epix.net. [Learn why this is important](#)

Dear Sir,

I am writing today to give my input on Frontier settlement. My personal experience has been that nothing has really changed at Frontier. They installed Fiber Optics in my area. Instead of offering as a service to upgrade to they send out emails that they would not support current operating systems. Upgrade or else. Talked to a Customer Rep about changing to Fiber Optics and was assured my internet speed would be 10 times faster for 49.95 a month. Had the install done. My first bill was 7.95 higher and I see NO difference in my internet speed. The install happen as scheduled but Tech left ground wire from pole to house exposed. Tech said someone would be back to bury cable line. After mowing our yard all summer moving cable each time and several calls to Frontier to get it buried nothing was done. Got disgusted and buried the cable myself. Three months after the install, a landscape company showed up two days ago to bury cable. I told them that I had done it myself, but they insisted that they had to take photos. Probably will bill Frontier anyway. So in my humble opinion, nothing has changed. Still lousy service and we are stuck because we have NO other options.

Respectfully yours,

Allen B. Oakes

Marshall, Ryan F.

From: Andrea Zemel <amzems@gmail.com>
Sent: Wednesday, November 1, 2023 9:30 AM
To: FrontierSettlement
Subject: Frontier Settlement

[Some people who received this message don't often get email from amzems@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

We live in a remote part of North Central PA and rely on Frontier for internet and phone service. We usually have to wait weeks and have sometimes waited even months before getting internet problems fixed. They have often set a date and not shown up, then show up without notice when we are not available to let them into our home. This has been extremely frustrating. We have not been reimbursed for the many times that our service was down.

I manage my business from home and rely solely on internet to conduct Zoom meetings, download visual materials and communicate with clients.

An issue that has been a constant concern is that our internet speed interferes with my ability to conduct my business efficiently. We hope that fiber optic technology will be introduced on our mountain soon!

Any action to hold Frontier accountable to more reliable service is welcome.

Thank you,
Andrea

From: [Brittany Ucci](#)
To: [FrontierSettlement](#)
Subject: Anne Belles
Date: Friday, December 8, 2023 3:54:54 PM
Attachments: [1970_001.pdf](#)

Some people who received this message don't often get email from bucci@pahousegop.com. [Learn why this is important](#)

Good afternoon,

Per the request of Anne Belles, she asked I submit the attached complaint as she does not have computer access to show her frustration with frontier.

Brittany Ucci
Legislative Aide to State Representative Jonathan Fritz
District 111 | New Milford District Office
PH: 570-782-2264 | FAX: 570-782-2265
bucci@pahousegop.com

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CONSUMER ADVOCATE

Utility Complaint Form

Name: ANNE E. BELLES

Address (Street): 10876 STATE ROUTE 3001

City: MONTROSE State: PA Zip code: 18801

Please Circle the Type of Property: Residential Business

Utility Company Name: Frontier Communications

Account Number: 570-278-1543-01113-3

Primary Telephone Number: 570-278-1543

Secondary Telephone Number: 570-767-1650 (SON'S CELL#)

Email: amark290@gmail.com (SON'S E-MAIL)

Best way to contact you? Primary phone Secondary phone Email
(if or when it works)

Case Reason:

Service Issue (Includes both disruptions (outages) and quality or service)

Billing Issue

Other → 09/29/23 theft of firearm + ammo from customer residence by NON-UNION Frontier contractors. No resolution.

When did your issues first begin? off + on over 2⁺ yrs. Lately worse/intolerable

Please include a brief description of the issues you are having (use the reverse of this page if needed):

Inconsistent service. Phone can be out for hours or even days, in + out by itself. Line can be open (can't call in or out), line can be completely out (+ come back on by itself). Incomplete rings, caller I.D. + answering machines not always triggered, overwhelming static, popping + cracking noises. Internet is slow, blinks on + off, totally offline, sometimes for hours, sometimes for days. Seems worse in bad weather (?). Repairmen always take shortcuts. Cust. svc. always tries to remedy problems "remotely". NEVER any complete or permanent resolution. Phone makes noises even when it's hung up. If we ever need an ambulance, we can lay here + die, I GUESS.

RECEIVED

6

DEC 11 2023

12-08-2023

OFFICE OF
CONSUMER ADVOCATE

ELK LAKE, PA

Office of Consumer Advocate,

with regard to the proposed Frontier Communications Settlement, my comment and opinion is just this, simply put: it's a grand gesture and a small start.

Since acquiring Commonwealth-Bell telephone Co. many years ago, Frontier has become greedy and apathetic, with service becoming increasingly expensive, while being ever more unreliable and just plain awful. Literally every other month, another new fee or charge or "tax" is added to the bill. Those of us who are on fixed incomes are at the mercy of people who have none - they are quite comfortable in the knowledge that they are the only available provider in this very rural area.

I've experienced chronic problems with phone and internet service for at least two years, never with more than a band-aid or a quick fix that was very short-lived, until recently. The internet is still blinking in and out.

In a very rural area like Susquehanna County, reliable phone service is critical. The only law enforcement (PSP) is 45 minutes away. All volunteer ambulance and fire personnel can be twenty minutes or more from dispatch. The nearest hospital is ten miles out. Yet, Frontier has allowed me (and maybe others) to be with poor service or sometimes NO service for lengthy periods.

I am 67 years old, live alone, and have multiple chronic health conditions. There are also two babies residing on my property. Do you grasp the "what-ifs" at work here?

Frontier always has their bottom line in focus, as they employ non-union subcontractors who are not adequately trained (incompetent). Recently, two of these individuals were sent to my residence and left with a Glock handgun + three magazines totalling 56 rounds of ammunition, transporting same across state lines. Frontier's response was to dismiss the individual(s) and credit me for 1-2 months service. They decline to reimburse the loss of the property.

Frontier later (finally) sent out a real, bonafide, fully trained, experienced, local Frontier repairman to rectify the service issues. They need to stop cheaping out, and employ union personnel (reliable) as well as provide training and certification, maybe for local individuals. Sometimes, doing the right thing, though ~~##~~ expensive, can ultimately be less costly.

I have filed complaints with the office of the Atty. Gen'l Bureau of Consumer Protection, as well as with the P.U.C. regarding this matter. The theft is on record with P.S.P. and all appropriate law enforcement entities.

The terms of the proposed settlement sound too good to be true — too little, too late. Like, I said — it's a start. I know that emergency personnel will be thrilled with any helpful changes — if and when they actually happen. There are trees resting on wires that have been there for actual years, by way of example. If Frontier had done what was necessary when they should have, they wouldn't be on the frying pan + under the microscope now, and my residence wouldn't have experienced theft of an \$800. ^{ce*} weapon.

Thank you for the opportunity to express my opinions and release my frustrations.

**PENNSYLVANIA STATE POLICE REPORT,
GIBSON**

A Glock 19x was taken from a SR 3001, Dimock Twp. residence on Sept. 29 at about 10 p.m. The item is described as a Glock 19x Coyote Tan, valued at about \$800. In addition to the firearm, a 17 round mag, valued at \$100, was also taken. Tpr. Nathaniel Oliver is investigating. Anyone with information is asked to contact PSP, Gibson at 570-465-3154.

Sincerely,

Anne E. Belles

10876 SR 3001

Montrose, PA

18801

Anne E. Belles

Frontier Communications
BCP-23-05-032099

BELLES
10876 SR 3001
Montrose, PA
18801

HARRISBURG PA
9 DEC 2023 PM 3



RECEIVED

DEC 11 2023

OFFICE OF
CONSUMER ADVOCATE

Office of Consumer Advocate
Attn: Frontier Settlement
555 Walnut Street
5th floor, Forum Place
Harrisburg, PA

17101-1923

17101-1923



Marshall, Ryan F.

From: Arthur Cairns <cairns.arthur.jr@gmail.com>
Sent: Thursday, November 2, 2023 8:53 AM
To: FrontierSettlement
Subject: Frontier Feedback - Sullivan County, PA

[Some people who received this message don't often get email from cairns.arthur.jr@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hi there,

I'm submitting a comment regarding Frontier Communications in Sullivan County, PA.

We were a customer from 2001 up until early 2018/2019. We are located on Taylor Hill Road, Dushore, PA area.

The service was awful when we had it. Terribly slow speeds, frequent outages to both phone and DSL. Every time there was a power outage we'd lose both services for hours or sometimes days.

They've left the infrastructure to rot away. In my area, for some reason all phone lines are underground. Every so often there are green pedestals. Most of these pedestals lack front covers, are falling over, have wiring exposed, and so forth.

At the time we left, the DSL speed was 1.5 mbps. According to neighbors it's 10 mbps now, but it's still not fast enough to be used by a household of 2-4 people. Still constant outages as well.

It was super frustrating and inconvenient. We'd put in tickets, be calling local reps for problems what seemed like every other week.

We moved to satellite and cellular boosters to be able to not rely on Frontiers subpar services. We have since dropped satellite for T-Mobile home internet which has been wonderful and way more reliable than Frontier or satellite. Because cellular networks maintain their networks and upgrade them.

Unfortunately, many of the residents are elderly and rely on Frontier landlines or internet but lack knowledge or know how to switch to what little alternatives we have in our area. It would be wonderful to see other companies come into my part of the county (northern) and compete and break up Frontiers monopoly and stranglehold over our area so we have choice and reliable service.

Thank you for your time!

From: [Arthur Cairns](#)
To: [FrontierSettlement](#)
Subject: Re: Frontier Feedback - Sullivan County, PA
Date: Thursday, November 2, 2023 9:05:14 AM

[Some people who received this message don't often get email from cairns.arthur.jr@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hi there,

I also forgot to mention that even though we're no longer a Frontier customer, if I were to go search for service for my address on Frontiers website, it says I'm "Unserviceable" and need to call them. If you do, they tell you they do not have capacity to give you any service other than phone. No broadband service. This is a common thing in my area, especially once you leave. Yet, Frontier is the only service in my area! My neighbors still have it, not even 100 feet from me.

I'm not saying I'd ever go back to Frontier. But the fact that they're the only service due to the stranglehold on our area, I still couldn't get service if I moved into my home from outside the area and the former resident once had the service. That should also not be a thing.

Thank you, again, for your time.

> On Nov 2, 2023, at 8:53 AM, Arthur Cairns <cairns.arthur.jr@gmail.com> wrote:

>

> Hi there,

>

> I'm submitting a comment regarding Frontier Communications in Sullivan County, PA.

>

> We were a customer from 2001 up until early 2018/2019. We are located on Taylor Hill Road, Dushore, PA area.

>

> The service was awful when we had it. Terribly slow speeds, frequent outages to both phone and DSL. Every time there was a power outage we'd lose both services for hours or sometimes days.

>

> They've left the infrastructure to rot away. In my area, for some reason all phone lines are underground. Every so often there are green pedestals. Most of these pedestals lack front covers, are falling over, have wiring exposed, and so forth.

>

> At the time we left, the DSL speed was 1.5 mbps. According to neighbors it's 10 mbps now, but it's still not fast enough to be used by a household of 2-4 people. Still constant outages as well.

>

> It was super frustrating and inconvenient. We'd put in tickets, be calling local reps for problems what seemed like every other week.

>

> We moved to satellite and cellular boosters to be able to not rely on Frontiers subpar services. We have since dropped satellite for T-Mobile home internet which has been wonderful and way more reliable than Frontier or satellite. Because cellular networks maintain their networks and upgrade them.

>

> Unfortunately, many of the residents are elderly and rely on Frontier landlines or internet but lack knowledge or know how to switch to what little alternatives we have in our area. It would be wonderful to see other companies come into my part of the county (northern) and compete and break up Frontiers monopoly and stranglehold over our area so we have choice and reliable service.

>

> Thank you for your time!

Marshall, Ryan F.

From: Barbara & Spencer Davis <bsdavis@epix.net>
Sent: Tuesday, November 14, 2023 12:07 PM
To: FrontierSettlement

Some people who received this message don't often get email from bsdavis@epix.net. [Learn why this is important](#)

I could not possible list all the times our phone has been out since Frontier took over. When you call for service it might be two weeks before they could come. On average I would say at least seven times in a month I would not have phone service. There was always an excuse—China didn't send the new battery needed, there was a rain storm, high winds, snow, They didn't have enough trained workers to come. This has been for years. We live in an area of Sullivan Count without cell service, so we had no way to get help in an emergency but to drive up the road until we found cell service.; with an 88 year old husband with kidney failure this was very difficult. Our neighbor finally had move away because she was afraid to be at home without any way to get help. I run the food pantry for the county and frequently had no way to communicate with Harrisburg for food or reports. People in the area got used to not being able to use their phones— "Oh, you have Frontier" was the normal answer. There was never any attempt to correct the problems just excuses. Another neighbor tried for a year to get internet and was told there was none in our area even when we had it less than .2 of a mile away. I thought things were improving but last week I ask to have a booster for our internet and I stayed home all day for the appointment but no-one came or called. I bought a Booster from Amazon. We had a lot of static on the line and the service man came and checked the wires and left—we still had a problem with the static for another three days. I guess nothing has changed.

-- Barbara & Spencer Davis Ah! Wilderness

Marshall, Ryan F.

From: Barb. Singley <1825onthehill@gmail.com>
Sent: Sunday, November 12, 2023 10:45 AM
To: FrontierSettlement
Subject: Internet Service

Some people who received this message don't often get email from 1825onthehill@gmail.com. [Learn why this is important](#)

We were without Frontier internet access for 1 MONTH!!

When I originally called for service I spoke with someone from another country! He told me that " they are wery (sic) busy in your area". He didn't even know my area and barely spoke English.

At present Frontier is installing fiber optics, but NOT in my area!!!! They have bypassed my road entirely.

My Frontier phone number is: 570-265-9344.

Thank you
Barbara Singley
1825 Fall Run Road
Wysox, PA 18854

Marshall, Ryan F.

From: Becky Schwarz <becky.schwarz@gmail.com>
Sent: Tuesday, October 31, 2023 3:18 PM
To: FrontierSettlement

Some people who received this message don't often get email from becky.schwarz@gmail.com. [Learn why this is important](#)

We live in Millerton PA in Jackson Township Tioga County and have been living for many years with slow Internet. We homeschool and could really use faster speeds to get our four children through the day faster!

Frontier

11-3-2023

To whom it may Concern my name is Betty Lou
Bozman and address is 37 Route 4008 Farksville, Penna.
18616. Phone no is 570 924-3619 and cell 570 337-7562 and
internet is "the ^(Boz) ~~boz~~ at Epuy.net"

I have had no internet service and phone service
off+on for the last 3 months. Thankfully now for the last 2
weeks it has been working. I called Frontier so many
times I can't count. They set up dates for Aug 9-1 to 5 &
Sept 20-1-5 Sept 29th 8 to 12 and Oct 23rd but never
showed up. After I cancelled appts to be here!! Finally
a tech from Las Vegas showed up and checked everything here
at my house & the sub station and said my phone was
okay and the substation was a cobbled mess.

As of the last 2 weeks I've had internet & phone service
24-7. Hope its is finally fixed. Also my neighbors Charles
Baumert and Shirley Wilson ⁵⁷⁰ - 924-3653 - ⁵⁷⁰ 924-3333 All have
had the same outage when mine was out plus more people
on Rt 4008. We all have severe health problems also!!

I don't know if I done the right thing by writing
this letter but I'm not good at the Computer (am too old)

Sullivan County

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NOV 08 2023

OFFICE OF
ADVOCATE

Thank you

Betty Bozman

37 Rt 4008

Farksville, Pa 18616



HARRISBURG PA 171
6 NOV 2023 PM 1 L



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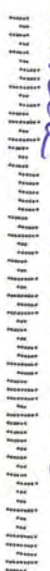
Office of Consumer Advocate

NOV 08 2023

OFFICE OF
CONSUMER ADVOCATE

attn: Frontier Settlement
555 Walnut Street 5th Floor
Farmers Place

Harrisburg Pennsylvania 17101-1923
~~17101-192399~~



Nov. 29, 2023

Office of Consumer Advocate
ATTN: Frontier Settlement
555 Walnut St. 5th Floor
Forum Place
Harrisburg, PA 17101-1923

Re: Frontier Settlement

To Whom It May Concern:

I am writing on behalf of my 87 year old Mother (Betty Welch) who lives alone, is diabetic and was without phone service (June 2nd through June 5th 2023, July 11th through July 13th, 2023 and Sept. 10th through Sept. 13th, 2023) It seems like I recall another time when she had no phone service for about a week but I have no record of dates.

As I indicated above, my Mother is diabetic and has experienced low blood sugar to the point of passing out. As I live 3 ½ hours away, my one brother lives 5 hours away and my other brother lives 35 min away but his place of employment is 1 ½ hours away, we can't just drop by to check on her. Since her neighbors' phones were out at the same time, I had no way of contacting someone to see if she was ok. I have come to depend on these neighbor's when I haven't been able to reach her and one time they needed to call the ambulance as they found her passed out. She also has a medic alert system that was out of service during these times as well. Mom was also having problems with her cell phone which is unrelated to the Frontier issues, but added to the stress of not being able to reach her.

I hope this is enough information to warrant compensation to my Mother.

Name: Betty Welch
Address: 2559 Canoe Camp Creek Road Covington Pa 16917
Ph: (570) 659-5583

Best Regards,

Lois Dewar

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OFFICE OF
CONSUMER ADVOCATE

Lois Dewar
2517 Christmar Way
East Petersburg, PA 17520

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DEC 04 2023

OFFICE OF
CONSUMER ADVOCATE

HARRISBURG PA 171
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Office of Consumer Advocate
ATTN: Frontier Settlement
555 Walnut St. 5th Floor
Forum Place
Harrisburg, PA 17101-1923

17101-19239



DECEMBER 7, 2023
19

Bill Bayne
515 Jones Creek Rd.
Hallstead, PA 18822
(570) 967-2673

DEAR SIR,

I WISH TO THANK THOSE STATE REPRESENTATIVES THAT WERE ABLE TO GET YOUR ATTENTION TO DEAL WITH FRONTIER'S LACK OF ATTENTION & CARE.

THANK YOU FOR YOUR ATTENTION TO THE PROBLEMS FRONTIER HAS CREATED. WHILE THE PROPOSED SETTLEMENT WOULD BE A STEP FORWARD, I FEEL THE ONLY REAL SOLUTION WOULD BE TO EITHER:

- 1) a. SET-UP A PERMANENT STAFF TO MONITOR FRONTIER.
 - b. SHORT TERM MONITORING WILL ONLY PROVIDE A SHORT TERM SOLUTION. FRONTIER HAS PROVEN UNTIL NOW THAT THEY ARE NOT INTERESTING IN PROVIDING RELIABLE SERVICE, ONLY IN MAKING MONEY.
- OR 2) THE BEST ANSWER WOULD BE TO REVOKE FRONTIER'S FRANCHISE AND FIND A COMPANY INTERESTED IN MAKING MONEY BY PROVIDING RELIABLE SERVICE.

I WILL NOT GO INTO ALL THE PROBLEMS I & FRIENDS HAVE HAD WITH FRONTIER, I DON'T HAVE ENOUGH PAPER, HOWEVER FRONTIER'S LATEST SOLUTION WAS TO RUN MY PHONE SERVICE THRU THE ELECTRIC LINE. TO DATE THIS HAS WORKED FINE, EXCEPT WHEN THERE IS AN ELECTRIC OUTAGE, I MUST DRIVE TO A NEIGHBOR TO REPORT THE OUTAGE, CELL PHONE COVERAGE IS UNRELIABLE IN THESE HILLS:

WHEN OUR SUSQUEHANNA COUNTY CONSERVATION DISTRICT BUILT A NEW BUILDING SEVERAL YEARS AGO, THE TOPIC OF PHONE & COMPUTER SERVICE CAME UP, IT WAS UNANIMOUS, ANYONE BUT FRONTIER.

A FEW MONTHS AGO A HUNDRED YARDS, PLUS OF FRONTIER LINE FELL OFF THE PILES ALONG PA ROUTE 29 ABOUT 1/2 MILE SOUTH OF FRANKLIN FORKS, IT WAS FIXED BY TYING THE LINE TO THE GUARD RAIL. THIS WAS FINALLY FIXED YESTERDAY (DEC 6) WHEN A PENN DOT CONTRACTOR REPLACED THE GUARD RAIL.

A FEW MILES FURTHER SOUTH ON PA 29 A POLE IS LEANING OUT OVER THE ROAD. I JUST HOPE NO ONE IS UNDER IT WHEN IT COMES DOWN.

I HAVE YET TO FIND A FRONTIER FIELD EMPLOYEE WITH ANYTHING GOOD TO SAY ABOUT FRONTIER.

Sincerely,

Bill Bayne

(WILLIAM J. BAYNE JR.)

P.S.

SPECIAL THANKS TO REPRESENTATIVE CLINT DWLETT FOR FORWARDING MY CONCERNS TO YOU.

RECEIVED

DEC 11 2023

OFFICE OF
CONSUMER ADVOCATE



Mr. Bill Bayne
515 Jones Creek Rd.
Hallstead, PA 18822-9081

HARRISBURG PA 171

7 DEC 2023 PM 7 L



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DEC 1 2023

OFFICE OF

CONSUMER ADVOCATE

OFFICE OF CONSUMER ADVOCATE

ATTN: FRONTIER SETTLEMENT

555 WALNUT ST., 5TH FLOOR
FORUM PLACE

HARRISBURG, PA 17101-1923

17101-192399



From: [Sheridan, Barrett C.](#)
To: [FrontierSettlement](#)
Subject: FW: New Voice Message from BILL CECIL F - 15707242967 (570) 724-2967 on 12/11/2023 4:52 PM
Date: Monday, December 11, 2023 11:10:01 PM

ALJs Haas & Coogan and Co-Parties to the Joint Petition for Settlement –

The OCA received a voice message from Mr. Bill Cecil today regarding the proposed settlement.

A transcription by the OCA's telephone messaging service is presented below, for inclusion as a Public Comment.

Regards –

Barrett Sheridan
Assistant Consumer Advocate

From: RingCentral
Sent: Monday, December 11, 2023 4:53 PM
To: Sheridan, Barrett C. <BSheridan@paoca.org>
Subject: New Voice Message from BILL CECIL F - 15707242967 (570) 724-2967 on 12/11/2023 4:52 PM

You don't often get email from notify@ringcentral.com. [Learn why this is important](#)



Voice Message

Dear Barrett Sheridan,

You have a new voice message:

From: BILL CECIL F - 15707242967 (570) 724-2967
Received: Monday, December 11, 2023 at 4:52 PM
Length: 00:59
To: (800) 684-6560 * 4516 Barrett Sheridan

VoiceMail Preview:

"Good afternoon. I am calling regarding our frontier Internet service. The name is Cecil Bill Bill on 532 Shear Road in Wellsboro, Pennsylvania. We did not have any the Internet all day today. We did not have any Internet all day yesterday. We did not have any Internet from december 1st first to december 5th and off and on before that. So I just wanted to call and let you know I know the proposal is coming up and hopefully we will be able to do something about the service because it is absolutely horrible where we live. My our telephone number is 570-724-2967. Thank you."

Listen to this voicemail over your phone or by opening the attached sound file. You can also sign in to your [RingCentral account](#) with your main number, extension number, and password to manage and listen to voicemails.

Thank you for using RingCentral!

OCA Confidentiality Notice: This e-mail and any attachments are intended solely for the exclusive and confidential use of the sender and intended recipient(s). If you have received this e-mail in error, please do not review, transmit, convert to hard copy, copy, use or disseminate this e-mail or any attachments to it. Please notify the sender by return e-mail and delete this message, any attachments, and all copies from your system immediately. Thank you.

This e-mail may consist of or include advisory, consultative, and/or deliberative material and/or attorney-client communications and/or work product. As such, this e-mail and any attachments, or portions thereof, may be privileged and confidential.

Marshall, Ryan F.

From: Billiejo Higley <cherrytwpbh37@gmail.com>
Sent: Wednesday, November 1, 2023 2:25 PM
To: FrontierSettlement
Subject: Frontier service

Some people who received this message don't often get email from cherrytwpbh37@gmail.com. [Learn why this is important](#)

I just wanted to say where I live we have Frontier service and it is terrible half the time it doesn't even work. We have the internet and phone. Every time we call they try to schedule an appointment for someone to come out and check to see why it's not working. I've had countless new routers and everything. They always say they will give you a credit for the days it didn't work and you don't you still get billed full price for service you didn't get. When there is rain even a little bit our service goes out it is so frustrating because we rely on this service for cell phones without WIFI we live in an area where your phones don't work without it. My wife had a bad accident a year ago when she was home and I had to work. The frontier didn't work for a while. She had no house phone and no cell phone to work if she had an emergency. When I finally got a hold of someone's appointment for someone to look at it was weeks away. That's unacceptable. A lot of people rely on their service for emergencies as well. My wife for her work just recently had to call frontier because the router was down for the sewer plant that services a lot of people if there is an emergency they get called for that so they know to fix it she told them it was an emergency they said they could not escalate her ticket without proof of a medical emergency and paperwork she was upset and said you can't show proof of a whole town if there sewer backs up in there house that is considered hazardous they still denied it. She works for a municipality and still couldn't get a ticket escalated for the people she serves. Something definitely needs to be done.

From: [bob_bernhardt](#)
To: [FrontierSettlement](#)
Date: Monday, December 11, 2023 6:34:28 PM

Some people who received this message don't often get email from bbob18848@gmail.com. [Learn why this is important](#)

I was a customer for almost 30 years because they were the only game in town. It took them 8 years to get dsl and it was so bad I couldn't download anything even email was a chore. I wish they would have fixed the problems even the employees were disappointed. The settlement should have been bigger and the board should have to give back all bonuses they received

Marshall, Ryan F.

From: Bob Pyznar <emt12emt12@gmail.com>
Sent: Tuesday, October 31, 2023 2:39 PM
To: FrontierSettlement
Subject: Internet

Some people who received this message don't often get email from emt12emt12@gmail.com. [Learn why this is important](#)

Frontier internet is almost as fast as the Pony Express was in the 1890's. I see Frontier telephone lines hanging from broken poles and laying in ditch water. Other areas have heavy branches hanging on the telephone lines. Service is just getting worse as time goes by and increases in billing keep going up.

Bob Pyznar
emt12emt12@gmail.com

Marshall, Ryan F.

From: Bonita Estes <bonitaestes27@gmail.com>
Sent: Tuesday, October 31, 2023 8:00 AM
To: FrontierSettlement
Subject: System failure

Some people who received this message don't often get email from bonitaestes27@gmail.com. [Learn why this is important](#)

We pay a lot of money for services that we do not receive. When you call to report a " town wide " outage, they tell you there is no report of any outages in our area. Facebook is a powerful thing. When everyone keeps saying their phones don't work on FB, it makes you look stupid. 5-7 business days to have someone come look at your line is unacceptable. I work for the State of PA. I lose money if I can not receive calls or do my work on-line.

Marshall, Ryan F.

From: Brandi Baker <pineapplefish28@gmail.com>
Sent: Tuesday, November 7, 2023 7:46 AM
To: FrontierSettlement
Subject: Unacceptable

Some people who received this message don't often get email from pineapplefish28@gmail.com. [Learn why this is important](#)

Frontier has been nothing but problems for our family. We've been customers since 2011 since at that time it was our only option and to this day there is still very few options. We've been billed incorrectly numerous times and for months on end. We have had so many technical problems with our service, including the latest issues of having no internet since Friday, November 3rd, with no real answers or resolve. I truly hope Frontier can do what's right and fair for their customers.

Brandi Baker

From: [Brock Bowser](#)
To: [FrontierSettlement](#)
Subject: PROPOSED FRONTIER SETTLEMENT INPUT
Date: Wednesday, December 6, 2023 8:22:56 AM

Some people who received this message don't often get email from bowserbrock28@gmail.com. [Learn why this is important](#)

OCA,

Proposal looks good! Thank you for all your hard work on this matter. It is sad though, if they were a reputable company they would have already started upgrading the internet in our rural areas, since they've gotten away with the piss poor service for the past 10 years. Internet is still ridiculously slow. I mean damn, it's basically 2024! Frontier needs to stop making excuses.

Sincerely,
Brock Bowser

Marshall, Ryan F.

From: Caprice McCarthy-Evans <shiann57@hotmail.com>
Sent: Tuesday, October 31, 2023 1:55 PM
To: FrontierSettlement
Subject: Re: Telephone/internet Issues

[Some people who received this message don't often get email from shiann57@hotmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Past several years I have continued to have issues with, telephone service and internet several which include but not limited to service outages, cancelled appointments and has been days and weeks without service. No end to these issues. Extreme high cost to have these services.

Caprice McCarthy

Marshall, Ryan F.

From: Carol Ludington <carolaludington@gmail.com>
Sent: Saturday, November 11, 2023 12:14 PM
To: FrontierSettlement
Subject: Complaints of service

Some people who received this message don't often get email from carolaludington@gmail.com. [Learn why this is important](#)

Frontier service has been continually bad since last year at this time. I have friends get a hold of me weekly saying they can't get through, the recorded message asks for more digits in dialing my phone no. They dial the correct no. There are those who try several times a day and some get through. I have called Frontier many times and chatted on line. They pass me to different departments and eventually I hang up without being helped. I have sent in partial payments as I was getting partial service, but they in turn sent me a bill for the balance. I kept paying and then they even added twenty dollars to their monthly bill. I called and told them it was unfair and the response was, everyone got an increment. Today is 11/11/2023 and I continue with the same problem, people can't get through because of a digit??? There have been different problems along the way. One of them being I had no dial tone, I couldn't make phone calls or receive them. Others in my neighborhood of Little Meadows, Pa. have had worse problems than me. Let's hope Frontier settles down to giving us the service we need. This isn't 1950. We have come a long way in technology and people are going out in space. Let's just get the telephone service in order!! I have been with Frontier a very long time and never had issues. Thanks for giving me the opportunity to voice my concerns. Carol Hathaway Ludington

From: [Carol R Mordan](#)
To: [FrontierSettlement](#)
Subject: Customer Feedback
Date: Monday, December 11, 2023 9:40:05 PM

Some people who received this message don't often get email from cmordan@frontiernet.net. [Learn why this is important](#)

Hello,

It's Monday Dec 11th, but I may be too late as it is probably past business hours. I just wanted to share how disgusted I have been with Frontier. Last summer I lost service after a thunderstorm. I waited a whole month before my service was corrected. I stayed home excited that they were coming after a whole month. No, they didn't show. Had to reschedule again. Told them my husband had medical issues and needed the service. Was told they would move us up the repair list but- NEVER DID!!!

I also am very upset with their charges. Just about every month they increase my bill. I pulled up my payment history. My bill in Jan of 2023 was \$113.50. My bill for Nov. was \$126.84. I have AT&T and Dish. Those bills are the same every month. They might have a price increase once a year, but good ole Frontier just keeps adding to your bill. There was no change in my service for them to make an increase. When you call them and ask why your bill went up they tell you it's the taxes that went up. Funny the taxes for other technology providers do not go up every month.

It's absolutely horrible the way they treat their customers, and I am soooo glad that they are being investigated.

MANY THANKS!!!

Carol Mordan

From: [Carol Padgett](#)
To: [FrontierSettlement](#)
Subject: Frontier
Date: Tuesday, December 5, 2023 7:29:25 PM

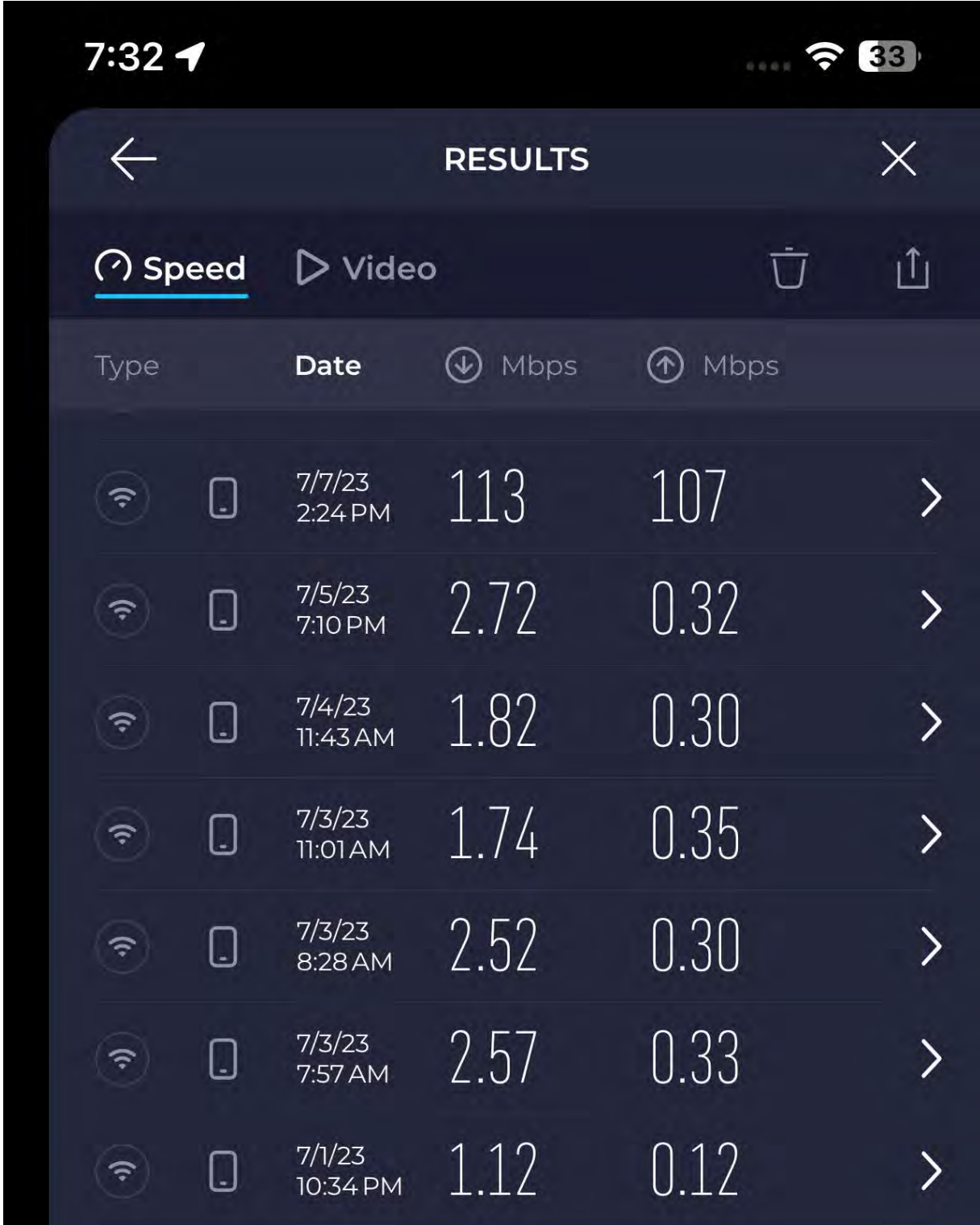
Some people who received this message don't often get email from clpadgett@gmail.com. [Learn why this is important](#)

I had frontier for many years. I paid for high speed for several years then was told that wasn't even available in my area. No refund. I finally switched to trico in July 2023 when it was finally available. I currently have 100+ up and down compared to the .03 nonsense I had for years from frontier. They would set dates to come out but never showed more times than I can count. I'm not sure what information you need from me but frontier was the poorest excuse for internet service. Please feel free to contact me for further information if needed. Carol Padgett
Lawrenceville PA
570-418-2486

From: [Carol Padgett](#)
To: [FrontierSettlement](#)
Subject: Re: Frontier
Date: Tuesday, December 5, 2023 7:34:06 PM

Some people who received this message don't often get email from clpadgett@gmail.com. [Learn why this is important](#)

Here's some of the speed tests up til my switch. These are just some random tests.



		7/1/23 8:12 PM	1.30	0.05	>
		6/29/23 8:31 PM	2.61	0.35	>
		6/27/23 8:20 PM	1.04	0.30	>
		6/27/23 6:42 AM	1.63	0.35	>
		6/26/23 8:40 PM	1.91	0.38	>
		6/26/23 10:00 AM	2.52	0.36	>
		6/24/23 3:30 PM	1.41	0.31	>





























7:31 ↗

📶 33

← RESULTS ×


Speed Video 🗑️ 📤












Type	Date	↓ Mbps	↑ Mbps		
		4/30/23 1:57 PM	1.08	0.39	>
		4/22/23	0.02	0.20	>

		2:44 PM	0.02	0.30	>
		4/22/23 8:16 AM	1.05	0.37	>
		4/21/23 8:29 PM	0.03	0.36	>
		4/21/23 7:32 PM	0.05	0.45	>
		4/20/23 10:15 PM	0.06	0.35	>
		4/17/23 8:38 PM	0.01	0.30	>
		4/17/23 6:59 PM	1.02	0.37	>
		4/17/23 6:35 PM	1.18	0.38	>
		4/17/23 6:16 PM	0.00	0.40	>
		4/16/23 9:20 PM	0.01	0.29	>
		4/16/23 8:46 PM	0.01	0.42	>
		4/16/23 10:19 AM	0.41	0.40	>
		4/15/23 7:37 AM	0.01	0.17	>
		3/19/23	0.00	0.12	>

7:31 

RESULTS 

Speed  Video  

Type		Date	 Mbps	 Mbps	
		9/26/20 8:46 AM	0.04	0.05	
		9/26/20 8:18 AM	0.10	0.40	
LTE		9/25/20 10:31 PM	0.26	0.02	
		9/25/20 8:02 PM	0.00	0.38	
		9/25/20 7:54 PM	0.00	0.16	
		9/25/20 6:19 PM	0.23	0.38	
		9/25/20 6:03 AM	0.00	0.38	
		9/24/20 9:04 PM	0.07	0.40	
		9/24/20 8:44 PM	0.00	0.10	

		9/24/20 4:33 PM	0.36	0.46	>
		9/24/20 4:49 AM	0.00	0.24	>
		9/23/20 4:47 PM	0.72	0.43	>
		9/23/20 3:44 PM	0.08	0.33	>
		9/23/20 3:34 PM	0.10	0.31	>
		9/23/20	0.00	0.05	>

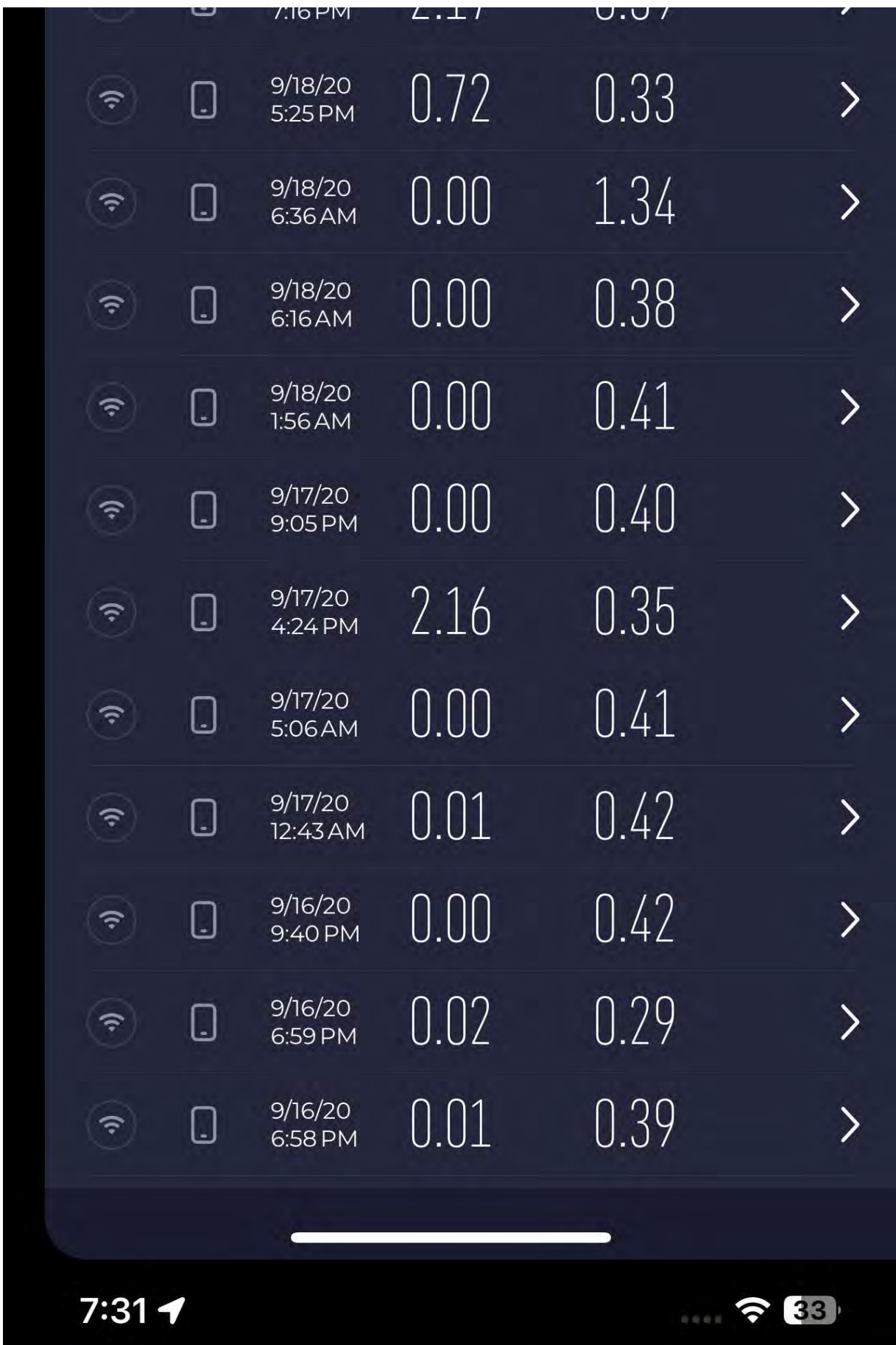
7:30 ↗

📶 33


← RESULTS ×




Speed Video 🗑️ ⬆️























Type	Date	↓ Mbps	↑ Mbps	
	8:07 AM	0.20	0.00	/
	9/18/20 9:26 PM	0.02	0.26	>
	9/18/20 8:12 PM	0.05	0.35	>
	9/18/20 7:16 PM	2.17	0.39	>

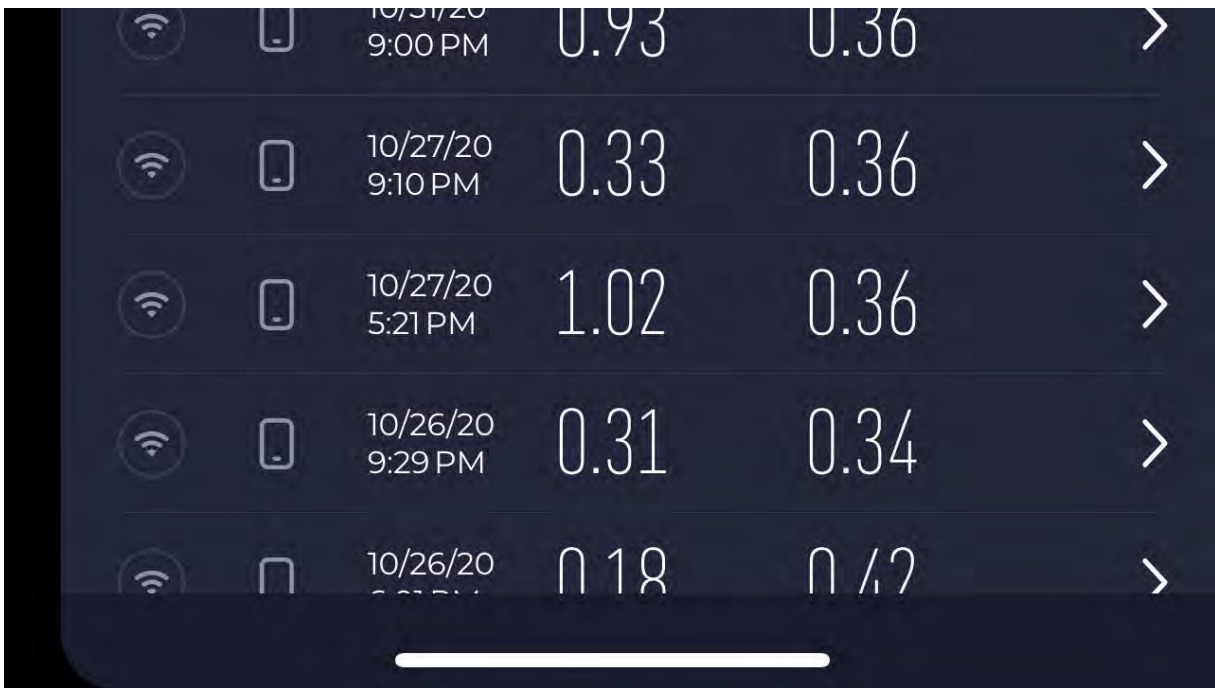


Wi-Fi	Mobile	Date/Time	Value 1	Value 2	Action
		7:16 PM	2.17	0.37	>
Wi-Fi	Mobile	9/18/20 5:25 PM	0.72	0.33	>
Wi-Fi	Mobile	9/18/20 6:36 AM	0.00	1.34	>
Wi-Fi	Mobile	9/18/20 6:16 AM	0.00	0.38	>
Wi-Fi	Mobile	9/18/20 1:56 AM	0.00	0.41	>
Wi-Fi	Mobile	9/17/20 9:05 PM	0.00	0.40	>
Wi-Fi	Mobile	9/17/20 4:24 PM	2.16	0.35	>
Wi-Fi	Mobile	9/17/20 5:06 AM	0.00	0.41	>
Wi-Fi	Mobile	9/17/20 12:43 AM	0.01	0.42	>
Wi-Fi	Mobile	9/16/20 9:40 PM	0.00	0.42	>
Wi-Fi	Mobile	9/16/20 6:59 PM	0.02	0.29	>
Wi-Fi	Mobile	9/16/20 6:58 PM	0.01	0.39	>

7:31 

Type	Date	↓ Mbps	↑ Mbps	
 	11/18/20 8:28 PM	0.26	0.22	>
 	11/18/20 7:14 PM	0.56	0.44	>
 	11/16/20 8:17 PM	0.46	0.34	>
 	11/14/20 1:50 AM	0.38	0.30	>
 	11/13/20 2:16 PM	0.58	0.25	>
 	11/9/20 6:38 PM	0.61	0.37	>
 	11/5/20 6:45 PM	0.00	0.34	>
 	11/4/20 5:19 PM	0.88	0.37	>
 	11/3/20 5:33 PM	0.77	0.31	>
 	10/31/20 9:26 PM	1.41	0.33	>
 	10/31/20	0.00	0.00	>



Signal	Date	Time	Value 1	Value 2	Action
Wi-Fi	10/31/20	9:00 PM	0.93	0.36	>
Wi-Fi	10/27/20	9:10 PM	0.33	0.36	>
Wi-Fi	10/27/20	5:21 PM	1.02	0.36	>
Wi-Fi	10/26/20	9:29 PM	0.31	0.34	>
Wi-Fi	10/26/20		0.18	0.17	>

On Tue, Dec 5, 2023 at 7:29 PM Carol Padgett <clpadgett@gmail.com> wrote:

I had frontier for many years. I paid for high speed for several years then was told that wasn't even available in my area. No refund. I finally switched to trico in July 2023 when it was finally available. I currently have 100+ up and down compared to the .03 nonsense I had for years from frontier. They would set dates to come out but never showed more times than I can count. I'm not sure what information you need from me but frontier was the poorest excuse for internet service. Please feel free to contact me for further information if needed. Carol Padgett Lawrenceville PA
570-418-2486

Marshall, Ryan F.

From: Cathy Barber <wizard1@epix.net>
Sent: Sunday, November 5, 2023 9:24 AM
To: FrontierSettlement
Cc: Owlett, Clint
Subject: Lawrence Township Internet Issues

[Some people who received this message don't often get email from wizard1@epix.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

After reading over this agreement, I do feel that it is a fair settlement as to the issues encountered over the past several years. Though we are not Frontier customers at this time, we were for near 42 years. If the outcome of this settlement is followed as written(see below), then I feel our past issues with them will still be handled in a fair manner.

(Refunds for Past Harm from Telephone Outages and Poor Quality Telephone Service • Current Customers: Frontier will provide retroactive credits at the same level as those listed above for the same conditions above for any customer that has service with Frontier as of the date of the settlement up to a maximum credit of \$200 per customer who met the criteria outlined in the paragraphs at any time from July 1, 2022, to the date the Commission approves the Settlement. • Former Customers: For Frontier customers who cancelled their Frontier service on or after July 1, 2022 up to the date of the settlement, Frontier will review its records to identify those customers who have filed a complaint with the Commission, testified at the public input hearings in this proceeding or initiated a legislative complaint that has been submitted to the OCA or OSBA and provided to Frontier as of the date the Commission approves the Settlement. For these former customers, Frontier will provide a credit to each customer in this group at the same level as those for current customers listed above. Refunds or credits for both Current and Former customers will be applied within 180 days of approval of the Settlement without a customer having to contact the Company and request a credit. Customers who are entitled, but do not receive credits, shall have the opportunity to contact the Company at the hotline number established by Frontier. Credits for Broadband Service at Speeds Regulated by the PUC From the date the Commission approve the Settlement, the Company will provide: • For Delayed Installation of Broadband of more than 10 days: Frontier will provide a credit equal to the greater amount of: a) the standard installation charge, or b) a \$10 per day credit up to a maximum credit of \$200 for the interval beyond the 10 business days to the actual date of installation of service, excluding any delays attributable to the customer. • For Broadband Service Outage / Unavailability: Frontier will provide pro-rated credits on a case-by-case basis consistent with its current practices and upon a customer request for broadband service outages, excluding any issues or delays attributable to the customer.)

property issues at 65 Heater Hill Road, Lawrenceville, PA 16929

Marshall, Ryan F.

From: cc y <chrisforba@gmail.com>
Sent: Saturday, November 11, 2023 9:14 AM
To: FrontierSettlement

Some people who received this message don't often get email from chrisforba@gmail.com. [Learn why this is important](#)

I pay a premium price for your internet service. When your technician came out to fix our internet problem (which is continues) he informed us that tho I pay for high speed internet, because of my location I don't even get half of that. Yet I continue to pay good money for your service. My granddaughter is cyber schooled so good working internet is very important to us. Then your technician said if I continue to have issues you could black ball me and say I am not in an internet zone. Well that sounded like a threat to me to not call with my issues. So I don't anymore. My phone service I have no issue with.

Marshall, Ryan F.

From: Cristine Clayton <cristineclayton@yahoo.com>
Sent: Saturday, November 4, 2023 9:25 AM
To: FrontierSettlement
Subject: Internet and phone outages

Some people who received this message don't often get email from cristineclayton@yahoo.com. [Learn why this is important](#)

For two years, we have paid for both Frontier and Starlink internet. Frontier's constant outages have caused us to require additional (expensive) service in order to ensure access to phone service for emergencies and internet for work. I care for my parents and two children. I need connectivity and am pressed for utility expenses in a time when cost of living is at an all time high.

Our Frontier service is out more than available. However, they are the only provider in our rural area other than satellite.

I believe mandating equipment upgrades would be extremely helpful in areas with few alternatives.

Thank you.

[Sent from Yahoo Mail for iPhone](#)

From: [Cindy Lear](#)
To: [FrontierSettlement](#)
Subject: Frontier settlement comments
Date: Wednesday, December 6, 2023 2:34:44 PM

Some people who received this message don't often get email from pookiemoe23@gmail.com. [Learn why this is important](#)

We believe the proposed settlement covers all of the issues that we have had with Frontier over the past several years. However, It would have been more beneficial for Frontier to have listened to their customers and not have their issues come to this point. We do feel that, being former Frontier customers, the settlement does partially reimburse us for the time and effort that had to be expended by us, their customers, due to their unreliable and / or nonexistent service over the years. Unfortunately we have no plans to switch our telephone and internet services back to Frontier even if they invest the funds that they have now committed to, since they are only doing it because of the settlement, not for the benefit of their current and future customers.

Thank you to the government agencies and our representatives who have held Frontier to the level of service that they should have provided their customers on their own.

Marshall, Ryan F.

From: Cindy Shaylor <cshaylor@troyareasd.org>
Sent: Monday, November 6, 2023 4:29 PM
To: FrontierSettlement
Cc: Cindy Shaylor
Subject: Frontier Settlement

Some people who received this message don't often get email from cshaylor@troyareasd.org. [Learn why this is important](#)

I'm writing this in response to a request regarding Frontier poor service.

I've been a valid customer for well over 25 years, paying my monthly bill on time even when I did not have service.

For 10 plus years, my internet has not worked, been extremely slow or interrupted. I've gone days without internet service.

Contacting Frontier is useless, either the people can't understand the English language, won't set you up with a tech, or the tech is scheduled weeks away. They offer a call back option or voice mail which neither work.

In the past 10 years, the techs have found spliced underground cables, frayed lines, outdated modems, etc. Recently I was asked by a Frontier tech from Texas, "why was the line put in the river?" Well that is where Frontier chose to put the line.

The lines are outdated and unable to service phones, iPads and or computers.

I have filed several complaints with the FCC and the PUC. The PUC does follow through with my complaints. Tom, from PUC suggested I take them to court, which I did not chose to. I don't believe it would've improved my Frontier service.

Thanks for your time and good luck.

Cindy Shaylor
457 Cease Drive, Troy, PA 16947
607-857-4688

Get [Outlook for iOS](#)

Marshall, Ryan F.

From: Cory Snyder <cmsnyder194@gmail.com>
Sent: Saturday, November 4, 2023 4:55 PM
To: FrontierSettlement
Subject: Problems with Frontier Communications

Some people who received this message don't often get email from cmsnyder194@gmail.com. [Learn why this is important](#)

Hello, my name is Cory Snyder. I have been a customer of Frontier for over 20 years and have been sorely disappointed with the services provided by them. My home is at most a quarter mile from a Frontier connection box and the service is incredibly subpar and yet am told I am receiving the highest quality they can provide. I find it very hard to believe as I can not stream any movies, television, reach acceptable download speeds, or even play video games in online servers. All of this can't be achieved even when there are no other occupants in my home. We have had multiple outages for days or even weeks at a time with them, and the credits we have received have not been nearly enough for the amount of time we were without service. We have tried time and time again to reach out to another ISP but they refuse to help connect us to their lines so we are left at the mercy of Frontiers poor quality service. I believe others around me may find themselves in a similar situation. Frontier must seemingly be aware of this and use it as leverage to keep customers sucked in to poor services that cost way too much knowing a portion of their residential customers have no one else to use. Something needs to be done and they need to be held accountable, we are living in a time where everyone regardless of there location should have access to true high speed internet and not the "high speed" Frontier claims to provide. Some days it truly feels as if I am running on a dial-up service from many, many years ago. The quality is atrocious with the cost being way too high. I have to spoken to friends and relatives who have/had Frontier in the past and am met with the same sentiment. I could go on speaking of my aversion for this company, but I will leave it at that. Thank you for your time and I hope you take into consideration the plea of the customers demanding better services.

Marshall, Ryan F.

From: ntseed <ntseed@ptd.net>
Sent: Monday, November 27, 2023 8:35 AM
To: FrontierSettlement
Subject: Frontier phone problems

Some people who received this message don't often get email from ntseed@ptd.net. [Learn why this is important](#)

From: Daniel & Bethany Bower
570-376-3981

Service has not been great for years, often line had a lot of static, very difficult to hear. I started tracking problems, 10-18-22 to 11-2-22 completely out of service, no dial tone. 12-15-22 no service, reported, scheduled repair for 12-29-22, no one showed up. 1-14-23 experienced extreme static, 1-18-23, repaired, had dial tone, still very noisy. 6-11-23 reported loud clicking noise on line, repair scheduled for 6-20-23, no repair, said tech would check 6-23-23, still no help. reported again 7-23-23, loud clicking noise, still can't use phone, too loud to hear. Repair scheduled for 7-26-23, not repaired, 7-27-23 no phone, no dial tone. Reported again 7-28-23 not fixed, loud static was back. 8-2-23 loud clicking & caller ID not working. Early Sept. 2023 finally fixed, working good. Did receive a few small credits over last few months, pitiful for the price we have been paying.
Daniel & Bethany Bower
210 Corwin Rd.
Tioga, PA 16946

Marshall, Ryan F.

From: Danielle Yost <dyost@yoststucco.com>
Sent: Wednesday, November 22, 2023 12:18 PM
To: FrontierSettlement
Subject: Frontier Complaint!!!

Some people who received this message don't often get email from dyost@yoststucco.com. [Learn why this is important](#)

We have frontier service at Saxe pond for our camper. We have been out of service since a storm in July. We have called multiple times, and have yet to have someone come out and do a repair. Also, I have been charged this entire time without wifi working at all.

I recently put our account on vacation hold for 9/30/2023 to 4/1/2024 and have also been charged monthly for this.

Also..we have a line that was never buried and cars drive over it. This has been like this since our initial install in May!



Danielle Yost
Office Administrator / CFO
Office: 484-589-1274
Cell: 484-614-7294
www.yoststucco.com

Marshall, Ryan F.

From: judith frost <judgejudy16917@yahoo.com>
Sent: Friday, November 3, 2023 2:52 PM
To: FrontierSettlement
Subject: Frontier service

Some people who received this message don't often get email from judgejudy16917@yahoo.com. [Learn why this is important](#)

Have had several outages in the past, and it's very difficult rurally. I don't get cell service at my home and have to go elsewhere to report it. Then receive this information that it will be a week or more . We are close to 80 and can't take that chance. Usually will be several days, then we never see a service person, so it's something that can be taken care of elsewhere. Need better service.

David and Judy Frost
Covington pa. 16917

[Sent from Yahoo Mail on Android](#)

Marshall, Ryan F.

From: D. Scrimshaw <pwsnav06@aol.com>
Sent: Tuesday, October 31, 2023 2:46 PM
To: FrontierSettlement; Owlett, Clint
Subject: My reply

Some people who received this message don't often get email from pwsnav06@aol.com. [Learn why this is important](#)

To Whom It May Concern,

October 31, 2023

1) According to the agreement(s) : "Frontier Commonwealth considers upgrading its copper infrastructure to fiber based on its evaluation of many factors, including, but not limited to, location, number and concentration of customers and potential customers, potential growth in the area, competition, engineering project assessments, estimated costs and complexity of replacing copper facilities, field inspections, and condition of the copper network and number of service impacting outages as a result of the condition of the entirety of the copper network facilities serving a geographic area.21"

As I testified, I was told there were no plans to upgrade the area in which I live (from copper to fiber optic.) It appears from this "agreement" that this is still the case. This is unacceptable.

2) "Unintentional Conduct There has been no suggestion of intentional wrongdoing by anyone." I testified that repair technicians had told me years ago that "the company was too cheap to replace worn out and non-functioning batteries". This finding of "no intentional wrongdoing" is not true. This is unacceptable.

3) "OCA and OSBA's receipt of approximately 300 informal complaints, and approximately 90 people testified during the public input hearings. This represents a small fraction of Frontier Commonwealth's approximately 60,000 access lines." Anyone who deals with estimating public input knows ONLY a small fraction of the public ever complains. One well-worn theorem is that at a minimum only 10% of complaints are ever received. With Frontier's history, many complaints were ignored. Also, the placement and time of hearings were most likely not convenient (work nights and nights wherein church services were held.)

4) Lack of cell service - "Undoubtedly, there are some spots of poor LTE Data Coverage as well as limited areas of poor voice coverage in the Wellsboro, Towanda, and Tunkhannock regions of Frontier Commonwealth's territory..... But my investigation concludes that wireless voice service is largely available and those without any cell service, especially voice service, is a very small minority in Frontier Commonwealth's service territory."29 – It would seem to me that boosters could be provided to those living in one of the many valleys of the area.

5) The offer of \$200 rebate to current customers for their poor service – which appears to be a flagrant disregard to FCC rules about public utilities that companies maintain their equipment – is an insult, especially when we are forced to keep using the same utility.

As I understand it, there is another communication utility with an excellent record in the area. I would prefer to switch to this provider.

David Scrimshaw

227 Collum Rd.

Tioga, PA 16946

Marshall, Ryan F.

From: David VanLoon <dcvsrlattn@gmail.com>
Sent: Thursday, November 2, 2023 2:06 PM
To: FrontierSettlement

Some people who received this message don't often get email from dcvsrlattn@gmail.com. [Learn why this is important](#)

I was a Frontiercustomer for many year

Three years ago I choose a DSL plan with Frontier that had an advertised speed of up to 3 MB.

The actual speed that I got was .3 MB - one tenth the advertised speed of up to 3MB

After many calls to Customer Service I dropped the service

--

D

Marshall, Ryan F.

From: Dawn Coy <dmcoy12387@gmail.com>
Sent: Tuesday, October 31, 2023 4:57 PM
To: FrontierSettlement
Subject: Bill

Some people who received this message don't often get email from dmcoy12387@gmail.com. [Learn why this is important](#)

To whom it may concern,

I was a frontier customer up until we moved from Towanda Pa. When we got settled in our new apartment and all the addresses changed I received a bill from Frontier stating I owed \$53.00 . Well I called about it and was told that it was a cleaning and restocking fee. Well I said so I gotta pay you for equipment that's not dirty at all and for you all to resell it to others. Well I don't think so. I am refusing to pay that fee. You Frontier are crooks . I will never use you guys again. I want that 53.00 takin care of , wipe it off my name because I refuse to pay you to resell the equipment.

Dawn Coy

From: [Kelly Wood](#)
To: [FrontierSettlement](#)
Subject: Deanna M Antonow
Date: Monday, December 11, 2023 2:07:58 PM

Some people who received this message don't often get email from kwood@pahousegop.com. [Learn why this is important](#)

Deanna M Antonow
787 Johnson Rd
Rome, PA 18837
570-247-2749

Deanna does not have a working email due to unreliable internet service and poor Wi-Fi connection. She asked our office for assistance in sending her comments on her experience with Frontier. She has struggled with Frontier service for many years and continues to have a poor phone and internet connection. She has made the costly recommended upgrades to her computer and still cannot use it. She is asking for reimbursement or for her connection to be repaired.

Thanks!

Kelly Wood
Legislative Aide to State Representative Tina Pickett
110th Legislative District
570-888-9011
www.reppickett.com
www.facebook.com/RepPickett

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From: [Kelly Wood](#)
To: [FrontierSettlement](#)
Subject: Fw: Deanna M Antonow
Date: Monday, December 11, 2023 3:17:24 PM

Some people who received this message don't often get email from kwood@pahousegop.com. [Learn why this is important](#)

Deanna M Antonow
787 Johnson Rd
Rome, PA 18837
570-247-2749

Amendment to original comment:

Deanna said she had a scheduled ticket for a Monday service call. A person showed up instead on the Friday before. The person did not identify himself nor was he wearing Frontier clothing. He just said you don't have internet, you should get it fixed.

Thanks

From: Kelly Wood
Sent: Monday, December 11, 2023 2:07 PM
To: FrontierSettlement@paoca.org <FrontierSettlement@paoca.org>
Subject: Deanna M Antonow

Deanna M Antonow
787 Johnson Rd
Rome, PA 18837
570-247-2749

Deanna does not have a working email due to unreliable internet service and poor Wi-Fi connection. She asked our office for assistance in sending her comments on her experience with Frontier. She has struggled with Frontier service for many years and continues to have a poor phone and internet connection. She has made the costly recommended upgrades to her computer and still cannot use it. She is asking for reimbursement or for her connection to be repaired.

Thanks!

Kelly Wood
Legislative Aide to State Representative Tina Pickett
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www.reppickett.com
www.facebook.com/RepPickett

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Marshall, Ryan F.

From: Debbie Hickok <debbers128@gmail.com>
Sent: Wednesday, November 29, 2023 9:36 AM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from debbers128@gmail.com. [Learn why this is important](#)

My husband and I are VERY displeased with Frontier and their "service." They took CBS away from us a long time ago (has it been two years yet??) and they said during a phone call I made to complain about it, that it was out of their hands/control. Every single time we try to watch a movie on Netflix (through Frontier), the show freezes -- like once every two minutes. It is ridiculous. We have to always shut it off, so discouraged and disgusted.

I work in a law office, and the internet service went down. When I called to schedule an appointment for Frontier to come out, I was told the earliest appointment would be three weeks away. I told them that was unacceptable. We have clients and I need the internet DAILY. I asked to speak with the highest authority figure possible, and when a supervisor's supervisor came to the phone, I was told that the absolute earliest possible date we could get someone in would be in TWO WEEKS. I again explained that it was not acceptable; that we NEED THE INTERNET NOW. I was told again that it was the best they could do. I told them it was not good enough. I hung up and called Spectrum and switched our carrier immediately -- and we are all very pleased with Spectrum.

Unfortunately, I live a couple of miles outside Montrose, and the only service available to us is Frontier. Otherwise, they'd be history.

~ Debbie Hickok

DEC 11 2023

OFFICE OF
CONSUMER ADVOCATETO PUC

I am writing concerning Frontier, and the terrible way myself and other people have been treated, besides the poor way they handle repairs, outages, line maintenance, and sometimes being without a phone for weeks. The worst was this; I attempted to make a call, and my phone was dead, since this land line was my only phone, I walked to a neighbors house, to report the outage, after numerous calls, Frontier informed me that I had closed the account, I had NOT! After weeks and hundreds of calls to try to get help, (I had to buy a cell phone, but I don't have service here on my property, so I had to drive to get service everytime I had to make a call, I found out that within two days after my phone was disconnected, someone else had my phone number. Frontier claimed that comcast had stolen my number and gave it someone else.

comcast claimed that Frontier had sold them my number. I demanded my number back, they told me I would have to open a new account, and get a new phone number (this number has been in my family since phones existed here, and has been mine for 70 years. I said no, I want my number back, someone finally gave me the number for FCC. They acted immediately! I then started getting calls from Frontier Fraud Dept. After almost a month, I finally got my number back! This was a horrible, frightening time. I am a senior citizen, living alone, in a rural area with health issues. In the beginning, when friends and family were trying to call me, and a stranger was answering the phone, they thought I had been taken hostage in my home.

In the beginning I also had notified the PA State Police, they did nothing, the officer told me: more on, get a new number, this happens all the time! But I persisted, and finally got my number back!

I don't know what was done to Frontier or Comcast, hopefully they were fined or worse. I asked Frontier for some kind of compensation they gave me a \$25.00 credit. WOW!
I feel I deserved much more than that!

Thank you,

Deborah Wilson
P.O. Box 221
Eagles Mere, PA.
17731
570-525-3348

D. Wilson
P.O. Box 221
Eagles Mere, PA
17731

HARRISBURG PA 171
8 DEC 2023 PM 2 L



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DEC 11 2023

OFFICE OF
CONSUMER ADVOCATE

Office of Consumer Advocate
Attn: Frontier Settlement
555 Walnut St. 5th Floor
Forum Place
Harrisburg, PA
17101-1928PA

Marshall, Ryan F.

From: debra graber <dag_60@yahoo.com>
Sent: Saturday, November 4, 2023 7:51 AM
To: FrontierSettlement
Subject: Poor quality internet

[Some people who received this message don't often get email from dag_60@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Debra Graber
Poor Quality Internet Service

10250 Route 6.

Wellsboro PA 16901

CONSUMER ADVOCATE

DEAR SIR:

DEC 5, 2023

WE ARE DERRINS + SHEILA BIRCHARD +
WE LIVE ON THE CORNER OF STONE ST +
COBB HILL RD IN FOREST LAKE TOWNSHIP.
WE ARE THE LAST HOUSE ON THE PHONE
LINE.

FOR 5 YEARS OUR PHONE LINE WAS ON
THE TOP OF THE GROUND, WHICH WAS
GOING INTO A HAY FIELD. THE LINE
WAS ALWAYS GETTING CUT. THAN IT
TOOK WEEKS FOR FRONTIER TO NEXT THE
LINE.

WHEN WE HAVE NO PHONE OR INTERNET
I CALL IT IN + FRONTIER SAID IT WOULD
BE WEEKS BEFORE THEY FIX THE LINE.
I TOLD FRONTIER THAT WE LIVE
IN A DEAD ZONE, DURING THE YEAR
WE WOULD HAVE NO PHONE + WE
WOULD HAVE TO DRIVE ON TOP OF

A HILL TO GET SERVICE.

WE ARE FARMER + WE NEED
THE PHONE FOR 911

Thank you

Sheila Birchard



Dennis and Sheila Birchard
1968 Cobb Hill Rd
Montrose, PA 18801



Dennis and Sheila Birchard
1968 Cobb Hill Rd
Montrose, PA 18801

HARRISBURG PA 171

7 DEC 2023 PM 1 L



OFFICE OF
CONSUMER ADVOCATE

DEC 11 2023

RECEIVED

OFFICE OF CONSUMER ADVOCATE
ATTN: FRONTIER SETTLEMENT
555 WALNUT ST 5TH FLOOR
FORUM PLACE,
HARRISBURG PA

17101-152355

17101-152355
HARRISBURG PA
17101-152355

From: dkwilbur@frontiernet.net
To: [FrontierSettlement](#)
Subject: complaint registration
Date: Monday, December 11, 2023 1:22:13 PM

Some people who received this message don't often get email from dkwilbur@frontiernet.net. [Learn why this is important](#)

An example of our frustration: At the time we had Frontier phone and internet

Apr 2020

4 /10 Lost internet
4/11 lost phone service

Called Frontier given a repair date of Apr 20

Apr 20 phone comes back on (no tech had to come to house) still no internet

Called frontier they said that ticket was closed would have to get new ticket

Got new ticket with date of May 10

After much complaining they moved date up to May 4

Tech shows up late in day on May 4 Said problem with modem

After going to substation and other work internet problem fixed. I happened to check phone while tech still on site, Phone was out.

Tech said he would have to work on problem, left and never came back.

Called frontier next day was told that ticket was closed and would have get new ticket
Was given another date 2 weeks out

After much complaining finally got original trouble ticket 1616371 reactivated and problem finally resolved on May 11.

At this point our frustration with Frontier was so great that we switched our internet service to another carrier. This has solved our internet problem and improved (not cured our phone service problems. Unfortunately, it has also increased our monthly cost for communication.

570 924 3444 Dev Wilcox

Marshall, Ryan F.

From: Diane stahl <buddy2@epix.net>
Sent: Saturday, November 4, 2023 3:38 PM
To: FrontierSettlement
Subject: Not reliable service. Waiting time to get through is bad.

[Some people who received this message don't often get email from buddy2@epix.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Through out my 16 years here having Frontier. The reliability of having internet is bad . In fact today I have no internet service. The weather is fine. It's cuts in and out a lot and you have to reconnect a lot,

Regards Diane Stahl

Sent from my iPhone

From: [D Baker](#)
To: [FrontierSettlement](#)
Subject: Public Comment
Date: Friday, December 8, 2023 1:05:51 PM

Some people who received this message don't often get email from momof2innauvoo@yahoo.com. [Learn why this is important](#)

To Whom It May Concern:

I am not sure where to start as we have not been customers of Frontier since May of 2017, and we have never looked back since.

I was trying to cyber school 2 boys and at BEST, our service was "sketchy". My dad was a known heart patient, and that didn't matter to Frontier-I had called and called for repair and every time, the "window" for them to come was no less than 2 days away. Once they would come, the repairmen that came all pretty much said the same thing-the line running back our driveway from the closest pedestal needed to be replaced. The coating on the line, it was cracked and broken open and when it would get damp at all (snow, rain, fog, any moisture at all) is when we would have the most trouble. We had the most trouble with the internet, but phone was also a problem most times also.

We finally decided to try a Home Phone Connect (cell based home phone service through our cell provider) and had wonderful service with that until later on and it developed some issues, but we still had service. Our internet-we didn't have much choice but to keep Frontier until another company placed a microwave radio-type system on our local Fire/EMS/police radio tower. Once I found out that this was a possibility for us to have reliable service, I contacted them and they (the owner actually, himself) came out and checked to see if we would be able to get access to their system. We had to do some maneuvering and improvising and bypassing, but we were able to get hooked up with them. I found out later that the owner was himself a Frontier customer and got talking to him one day he was here and he had the same opinion as the majority of Frontier customers around me and that was that their service to US was junk and not worth the monthly bill we were being charged, and because we live in a rural area, we do not matter to them as we are not their high dollar customers.

I had actually contacted them (Frontier) about reducing my bill because I was billed for a full month and that particular month I had about 2 weeks of actual phone/internet service and they said they didn't pro-rate based on outage basically. I was furious the one day I called as my dad had had cardiac arrest while in the Emergency Room at the local hospital and I knew he was coming home, it was winter and we had had an ice storm and of course, we were without phone at that time. I said to them, I hope that if something happens when he gets home, and we still do not have service, you do know I will be contacting a lawyer and they basically laughed at me.

There was a period of time that I believe I contacted them every week for over a month. I know a neighbor of ours had a similar situation with her mom-she lived with her and she was in bad physical health, and they needed reliable phone service as her conditions were acute and when she needed help, she needed it NOW, not 2 weeks from now like Frontier was habitually telling everybody who called from this area it would be for someone to get out and check out what was going on.

It is rather ironic that now that we do have more choices, they have decided to "settle".....my personal opinion is it is too little too late, especially considering that they wouldn't even pro-rate service that was non-existent. But as my deceased father used to say, "better than a poke in the eye with a sharp stick".....I really hope that our choices continue to improve here-I have lived her all my life and live on a family farm (a Century Farm, plus many years on the Century now) that is HOME, but the drawbacks of living so rural are the conveniences. But today, I honestly can say that I don't believe internet is a convenience and hasn't been for US for many years due to the cyberschooling. It made it very difficult with Frontier.

If this is not helpful for what you folks are looking for, I am sorry I wasted your time, but I REALLY wanted to be heard and since we were no longer customers, I didn't feel the need to go to the local "town hall" meetings that were held by our local representative.

Respectfully,

Donna Baker
1178 Linck Hill Road
Morris, PA 16938
momof2innauvoo@yahoo.com

November 25, 2023

This is in reference to the settlement negotiated in response to a formal complaint filed by OCA and OSBA against Frontier Communications.

We started as a customer of Frontier for landline phone and also for internet service when we moved to the area, 1881 Bells Run Road in Shinglehouse, PA, in McKean County, in January 2006. Both services have been very poor, and much worse in the last few years.

Our internet has not worked for any one entire day at least since June, 2023. At the most, we have internet service for an hour each day. As of today, November 15, 2023, this would be 150 days of very little, or often no, internet service.

There are so many things that must be done on line today – like comparing and selecting various health insurance plans offered, or changes to prescription insurance options – that we have to spend a considerable amount of time going to the library, if they are open, to use their internet service.

Then there is the telephone service. There is no cell phone service available near where we live – and when the landline through frontier is out, it can be days before it is restored.

This is a very dangerous situation if one needs emergency services such as an ambulance or the fire department in a health or other emergency.

Quite often, there is no long distance service available with our Frontier landline service – which really causes major problems when most of our doctors and businesses we use are long distance, as they are a few miles away in New York. This happens frequently, and it is often several days before the long distance service is restored.

The most frustrating part of dealing with Frontier is that when we call to report an outage, Frontier says there is no outage in our area. Of course, we talk to our neighbors, and we all know there is an outage – but Frontier denies it for several more days, adding days to the complete outage time periods.

Frontier is also refusing to offer internet to residents who moved to our area. Their excuse is that those who left that property to move away – maintained their Frontier account, so they cannot add more customers. Those who moved away did NOT keep their Frontier account, as they had other choices even a few miles away, that they changed to. So why does Frontier not offer the families moving into those same homes internet?

There are no other internet providers in the area, or we would have switched.

Donna Worden
1881 Bells Run Rd
Shinglehouse PA. 16748
814-697-6606

Donna Worden

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DEC 04 2023

OFFICE OF
CONSUMER ADVOCATE

Mr. William Worden
1881 Bells Run Rd
Shinglehouse, PA 16748



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CONSUMER ADVOCATE

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Off of Consumer Advocate
Attn frontier settlement
555 Walnut St 5th Floor
Forum Place
17401-1923
Harrisburg PA

Marshall, Ryan F.

From: Dorothy M Clark <dorothymclark@frontier.com>
Sent: Tuesday, October 31, 2023 12:51 PM
To: FrontierSettlement
Subject: Frontier service

[Some people who received this message don't often get email from dorothymclark@frontier.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hello,

For the last 18-24 months, I have been without phone or internet service many times. The longest was 5 days.

With repeated attempts to get results from the phone calls I made, I decided to communicate with one of the local repair technicians. Found out that whenever the power blinks, dips, or goes out totally, the degraded batteries in our large service station do not bring the service back up. This happens every time. For the technician to have to go to the station site and manually flip the switch is not acceptable! Sometimes this takes days!

Also the internet mail service does not function properly. I am unable to login to the Frontier sites to check my bills, or see my bills. The only sites that work are the email logins! Been 5 days now for that. A 'supervisor' calls me every day to tell me they are working on the problem...being told it is an update issue. Apparently, they have turned the email service totally to Yahoo, they changed the pop and smtp for our incoming and outgoing mail service and never notified us of the change. That has caused many issues with the mail. The blame is being put on Apple updates that occur. I contacted Apple, and after spending time with me on the phone trying to resolve the issue, he discovered the issue is with Frontier's server.

This has been terrible service. Cannot afford to switch at this time with the high rates. I really hope these most recent issues can be resolved!

Thank you.
Dorothy Clark
<dorothymclark@frontier.com>
Sent from my iPad

Marshall, Ryan F.

From: Doyle Buchanan <d_kbuchanan@frontiernet.net>
Sent: Monday, November 13, 2023 8:43 AM
To: FrontierSettlement
Subject: Settlement

Some people who received this message don't often get email from d_kbuchanan@frontiernet.net. [Learn why this is important](#)

I have not had any recent phone issues. I am concerned over the number of trees and tree limbs that are hanging on the phone lines in

my area. In places you can step over the phone lines. It may not be a problem now but when the snow comes it will be. Internet speeds

continue to be an issue with an average download speed of 3.23 MBPS and upload of .46 MBPS.

I hope you will continue to work on the issues.

Doyle Buchanan

Marshall, Ryan F.

From: Chuck Bailey <earl64@me.com>
Sent: Tuesday, November 28, 2023 10:49 AM
To: FrontierSettlement
Subject: My Frontier Communications experience

[Some people who received this message don't often get email from earl64@me.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

I have been a customer of Frontier Communications for many years,from the time they started in this area.

Needless to say,for the last few years,I have been jerked around by this company,from going without phone service,internet service. Since the last time we had the meeting with lawyers ,and Clint Owlett,this lady named Bridget,has been very helpful to me,UNTIL,Halloween,when we conversed on the phone.She has Children,and wanted to get home for their Halloween night.she said,I think I could save you money,may I call you and Talk to you about bundling. I said that would be fine,just to hear their offer. She gave me an 87.64 credit.I never received the call on bundling. I assumed she got busy and forgot.

Well,lo and behold ,my bill came 11/10,and it's a bundle.I didn't authorize this transaction,and I will not PAY FOR IT. I will pay for the original bill,but that's all.I just hooked on to Tri-Co internet ,phone and TV. My Frontier lines were released 11/27.

This company has treated the Consumer very badly. They've left us without Service,refused to run new lines up here,switched My daughter in law Service to mine.

Serviceman,came sat in my driveway,(I swear he ate his lunch) and left. Nothing done.

I know there have been many people documenting these stories of their experience with Frontier Communications.

My last bill I owed,I didn't pay in a timely manner,and I said to them,WHY do I have to pay for something,I am not receiving. But they still expect their money.

I thank you for your time you are taking for this matter.

Earlene Bailey
(570-673-5612)

Marshall, Ryan F.

From: edm195 edm195 <edm195@frontier.com>
Sent: Tuesday, October 31, 2023 2:05 PM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from edm195@frontier.com. [Learn why this is important](#)

Greetings

I'm a self employed Electrician in the Wellsboro area and from all the times that I have called complaining about the phone and internet being out every time it rains, the system still goes down . Today is Tuesday 31 October 2023 and its rained the 29th and I've been without service since then. I don't have cell service at my location and trying to contact customers is now existing. I have been suffering financial discourse and I'm at wits end. not to mention I have no way to contact Emergency Service should I need them, I'm 76 and better half is 69. Their bills keep coming in and I have to go out of the area to get cell service to call to get some credit, so it cost me money to call them. If I had another provider I'd drop frontier in and instance. I need phone service that I can rely on. This problem been going on for a few years now

Edward D Miles
1957 Hills Creek Rd
Wellsboro, PA 16901

EDm

Marshall, Ryan F.

From: Ed Seelye <edseelye@yahoo.com>
Sent: Tuesday, October 31, 2023 8:58 PM
To: FrontierSettlement
Subject: Internet outage, Telephone static.

Some people who received this message don't often get email from edseelye@yahoo.com. [Learn why this is important](#)

Each month for approximately the last three to four years, I have listed times and dates of Internet outage on the back side of my bill when I sent my payment out. There have been anywhere from ten to twenty instances each month.

Phone static is not as common, but still as annoying and at times I would need to end my call purely because we could not have conversation.

Service personnel have come out maybe six times over the last four years, and repairs would last for a while, but then back to the disruptions.

Edward Seelye
166 Deer Lane
Tioga Pa. 16946

Marshall, Ryan F.

From: Bette Tokarz <toka563@hotmail.com>
Sent: Thursday, November 30, 2023 3:59 PM
To: FrontierSettlement
Subject: Holding Frontier Accountable

Some people who received this message don't often get email from toka563@hotmail.com. [Learn why this is important](#)

As a long time Frontier customer, I thought it was the norm for rural customers to be without service for days at a time. But I must confess that I was stunned by Frontier's lack of pride in their brand and responsibility for keeping their services operational.

When a service call was made, the customer representative simply played the game, listened to the complaint, and scheduled an appointment which most often was two to three weeks out. That same representative was very aware of the fact that Frontier did not have the technicians to arrive and make the needed repair. Without notification or concern for my wasted time, nobody showed up and no repair was made. For me personally, this went on for over two months.

I very much appreciate the OCA becoming involved in this problem, and I very much appreciate the plan for the future. Money must be invested, infrastructure must be updated and maintained, and personnel must be hired and trained. I'm looking forward to a day when rural telephone and internet customers can rely on Frontier as reliable and top of the line service provider.

Elizabeth Tokarz
Covington, PA

Marshall, Ryan F.

From: Ellen Blais <ellenblais@yahoo.com>
Sent: Thursday, November 2, 2023 3:25 PM
To: FrontierSettlement
Subject: Public comments

Some people who received this message don't often get email from ellenblais@yahoo.com. [Learn why this is important](#)

I'm commenting on the proposed Frontier settlement. I don't think it makes the penalties expensive enough for lack of service. Frontier needs to hire more people, but they won't if it is cheaper to pay the penalties. A friend of mine who has to use Frontier because of where she is finally got them to lay new phone cable, but it is on top of the ground. They keep promising to have it buried, but no one comes to do this, and the ground will be frozen soon. Penalties or credits won't help her.

Ellen Blais

[Sent from Yahoo Mail for iPad](#)

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79

DEC 01 2023

OFFICE OF
CONSUMER ADVOCATE

11-28-23

Office of CONSUMER ADVOCATE

WE, ELWIN + CHARLENE FITCH
at 46 HENRY LN, ROARING BRANCH PA 17765
AGREE WITH PROPOSED FRONTIER settlement
agreement.

Frontier needs to be held
accountable for the poor service which
we have encountered for years but as
a customer who faithfully paid their bill,
FRONTIER CUSTOMER SERVICE PERSONNEL
NEED to listen to the CUSTOMER REPORTING
A PROBLEM AND FOLLOW UP UNTIL THE ISSUE IS
resolved.

PLEASE MAKE FRONTIER ACCOUNTABLE
for their service to all CUSTOMERS.
Especially RURAL AREAS!

THANK YOU

Elwin + Charlene Fitch

Ms. Charlene Fitch
46 Henry Ln
Roaring Brook, PA 17765

HARRISBURG PA 171

29 NOV 2023 PM 1 L



OFFICE OF CONSUMER ADVOCATE

DEC 01 2023

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OFFICE of CONSUMER ADVOCATE

ATTN: FRONTIER SETTLEMENTS

335 WALNUT ST. 5th Floor

Forum Place

HARRISBURG PA 17101-1923

17101-192399



Consumers Urged to Weigh in on Frontier Settlement

Five Northern Tier lawmakers are encouraging customers of Frontier Commonwealth to weigh in on a proposed settlement agreement recently filed with the Public Utility Commission (PUC) by the Office of Consumer Advocate (OCA), Office of Small Business Advocate (OSBA) and Frontier.

The settlement was negotiated in response to a formal complaint filed by OCA and OSBA against Frontier earlier this year for its failure to provide reliable service to residential and business customers.

Reps. Joe Hamm (R-Lycoming/Sullivan), Tina Pickett (R-Bradford/Wyoming), Clint

Owlett (R-Tioga/Bradford), Martin Causer (R-Cameron/McKean/Potter), and Jonathan Fritz (R-Susquehanna/Wayne) represent thousands of residents and businesses that receive telephone and/or internet services from Frontier. They issued the following statement about the proposed settlement:

"Our goal from the start of this process has been to hold Frontier accountable to the people it serves. Paying customers deserve reliable telephone and internet services, responsive customer service and proactive efforts by the company to invest in the maintenance of its infrastructure.

"We are grateful to the OCA and OSBA for their efforts toward this goal for the people of the Northern Tier. The hundreds of Frontier customers who took the time to share their experiences through written complaints or testimony during PUC hearings have truly driven this process over the last year. Now it's time for the next step. We strongly encourage everyone who is served by Frontier to take the time to review the proposed settlement agreement and share their opinions with OCA by Dec. 11. We want to make sure the settlement meets the current and future needs of our residents and businesses."

The filing of the proposed settlement agreement activated a 45-day comment period for Frontier Commonwealth customers to share their feedback. That public comment period ends on Monday, Dec. 11. Comments may be submitted to the OCA electronically at FrontierSettlement@paoca.org or by first class mail to: Office of Consumer Advocate, Attn: Frontier Settlement, 555 Walnut St., 5th Floor, Forum Place, Harrisburg, PA 17101-1923.

All public comments by Frontier Commonwealth customers submitted prior to the end

Continued on page 4.

Francis Wayne Quail
Linda Mae Quail
1174 North Street
Shunk PA. 17768

NOV-28-2023

Dear Sir

We had No Phone for 29 day's total in the winter of 2023 - we had No Cell Phone. We are 88 and 87 years old - Live on a farm in Shunk, PA.

A man from out of state! Frontier Hired - Fixed it at last. We called & called - My children from out of state called also - But got No phone - we had No Computer - we were on our own. We have No choice for phone Co - Our "Records" will show call date's.

Frontier Co.

Thank you - The Quail's

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NOV 30 2023

CONSUMER ADVOCATE

Francis Wayne Quail
Linda Mae Quail
1174 North Street
Shunk PA. 17768

82

HARRISBURG PA 171

28 NOV 2023 PM 1 L



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NOV 30 2023

OFFICE OF
CONSUMER ADVOCACY

*Consumer Advocate
Att. Frontier Settlement
555 Walnut St. 5th Floor
Forum Place, Harrisburg
PA-17101-1923*

17101-192399



From: [Linda Jones](#)
To: [FrontierSettlement](#)
Subject: Garron Kreger Complaint
Date: Wednesday, December 6, 2023 11:42:17 AM
Attachments: [Document1.docx](#)

Some people who received this message don't often get email from lajones39@hotmail.com. [Learn why this is important](#)

Good Morning

My name is Linda Jones and i am filing a complaint on behalf of my parents Garron & Ginger Kreger. As of today December 6th @ 11:30 am they are still without phone. My parents are elderly and my dad had to bags on his body for life sustaining and my mom is starting with dementia. I am 45 minutes and I need them to have a phone. My dad fell Saturday November 27th and Thank God I was there to help him get up and back to the living room. I am not sure what mom would have done. Please help me with this matter , I have contacted Frontier and all I get is the appointment being pushed out. They charge outrageous prices and want their money , well right now I am not paying them nothing for all the headache and the time they have been without a phone they should have a substantial credit.

Please read the attached document carefully, it explains the entire last 2 + months.

my contact information is:

Linda A Jones
63 Henry Drive
Montoursville PA 17754
570-506-1157
lajones39@hotmail.com

Work Number is : 570-601-6815
Lycoming Housing Authority

I have attached a file document that I tried to submit yesterday . As you can see I saved a copy for my records.

Fix account Dismiss

Format Insert Draw Options Discard Send

Calibri (Body) 11 B I U A Heading 1 Heading 2 Undo

From: ljones39@hotmail.com

To: FrontierSettlement@paoca.org Cc & Rec

Garron Kreger 570-324-2502

I want to make a full complaint about Frontier Communications...

In behalf of Garron Kreger , I am Linda Jones daughter of Garron & Ginger Kreger who has been dealing with Frontier.

Clear back in the beginning of September the phone went out and when I would put in a ticket I would get a text message from them that they received the ticket for 4170 Williamson Trail. I called repeatedly to tell them that is not the address that the address was my brother's and he hasn't lived there in 17 years. Yes we will get it corrected. Every darn time it was the same. Back earlier the Frontier Tech Mr, Parsons was there and I was at my parents residents and he put in an order to have it corrected. He also told me to call 911 and tell them it's a non emergency to check to see what address was associated with my parents phone number , sure enough it was Williamson Trail address. OMG if there was a medical emergency the fire company would have been responding to the Williamson Trail address. I have told Frontier over and over again my mom has a pace maker and my dad has dialysis 3 days a week. Monday, Wednesday and Friday. Again I told them if they need in the house it would have to be Tuesdays or Thursdays My dad has two bags on his body for life sustaining so the phone has to work. My son was in the emergency room and while in there with him I called Frontier and if I could of screamed I would of. I was very angry and very direct with them . I told them I was called the Public Utility Commjisons. So in September after numerous attempts to get the phone address corrected and just to get the phone up and working I emailed the utilities commission . I was so angry and the time I lost running from Williamsport and Montoursville it beyond ridiculous. I told them every time I live 45 minutes away and work full time. So on September 22nd 2023 Mr. Parsons called me while at the Bloomsburg fair and told me he put in a order to have the address clear back the previous time he was there and they didn't correct it. He said he was on his way that he was in Lawrenceville and would call me when he got to my parents. About 15 minutes later I received a call from Toshbisi pardon me for spelling . But she is the Frontier Supervisor and she talked to me about the issue and address correction etc. I told her all I want is the phone to work , they are elderly and don't have a cell phone and mom is onset of slowly losing her memory. She was in agreement with me. I had their doctor fill out a medical form and had them fax etc. So here we are the phone will work for half hour and stop. Omg I have a call log because Toshbisi gave me her direct line and every time the phone goes out I call and leave her a message. I have pinned the text messages on my phone for the messages to say " we are sorry for the inconvenience but we had to move your appointment time of the other famous lne is Thank you for understanding we will see you at your next appointment. They have not had a phone since before Thanksgiving on and off for half hour here or there. I am so fed up because my parents have no idea how to submit a work ticket . If I call and it doesn't ring and Verizon will come and say your call can't be completed at this time. I could reach right through my phone and choke someone. I emailed the State Representative office on November 29th and the secretary called me back and I told her the situation . She said she would call Frontier. I told her I have the Frontier Supervisor's direct number and left numerous messages. So she told me to go to the representative's website and filed a complaint. There is no reason why this can't be fixed and further more they can mail the bill to the correct address but can't get the address right when service is needed. I am the sole person who had to deal with Frontier for my parents and I mentally exhausted fighting with them. I should not have to email or call the state representative to get help on this. Here it is December 5th and still no phone and I was up to my parents on Saturday November 25th and my dad fell and cracked his head, if he would of needed an ambulance I am not sure how mom would of got one there . Its these things that are worry me to death and if something happens to my mom or dad and need a ambulance for an medical emergency and the phone is working. I will be calling an attorney. I have everything documented.

Thank you for the letting me send this email.

If you need my contact information .

Linda Jones
63 Henry Drive
Montoursville, PA 17754
Cell number is: 570-506-1157

Sent from Mail for Windows

S&P 500 10:24 AM 12/5/2023


Marshall, Ryan F.

From: 41willys@frontiernet.net
Sent: Monday, November 13, 2023 9:40 AM
To: FrontierSettlement
Subject: Customer input

Some people who received this message don't often get email from 41willys@frontiernet.net. [Learn why this is important](#)

I am submitting the following input in regards to the ongoing procedure against Frontier Communications :

I have had numerous interactions with Frontier Communications during 2022 - 2023 regarding both loss of service & poor service. From approximately October 2022 to February 2023 I experienced several periods of total loss of landline service. Each time I filed a service order I was given a ticket number & given a date when a technician would come & check my equipment. Most times the technician never arrived (after I waited all day) & when I called the next day I was told the problem had been fixed ' at a regional level '. Of course nobody called me to tell me the technician was not coming, etc..

Eventually, after several of these sessions when I paid my monthly bill I only paid 1/2 of the bill & sent a letter explaining that I had only had landline service for 1/2 of the month. As usual I received an E-mail stating my payment had been received but the next month my bill had ' the difference ' added on . When I called the billing dept. & complained I was told they had received my letter with the previous month's payment & after much discussion I was given a \$10.00 credit for 6 months.

The landline issues finally ended but the internet service (speed) continued to be an issue. I am supposed to be getting 5-6 mps but I typically only get 1 mps. When I call to complain they blame it on the weather, etc.. However, one technician actually told me the real issue for all of these problems (landline & internet) is the relay station (?) located on Shaugnessy Road here in Little Meadows, PA. He stated the equipment in there is very old & nobody really wants to work on it. He also stated that Frontier does not want to upgrade the equipment since it services such a small community.

I have given up on calling Frontier & searched for alternative services but not found anything reliable or affordable. Beaver Valley Cable is an option but I know from past experiences with them they are not that reliable. There are a few satellite companies that offer phone / internet service but most of them are not rated as being very reliable either. Spectrum of course does not come across the NY-PA border so that rules them out. So, basically we (Little Meadows) are stuck with Frontier for landline & internet service.

Respectfully,
Gary R. Bates
989 Maple Street
Little Meadows, PA 18830
570-623-4601

Marshall, Ryan F.

From: Yahoo Mail <alwaysworking2006@yahoo.com>
Sent: Tuesday, November 7, 2023 6:59 PM
To: FrontierSettlement
Subject: To: OCA, Frontier Settlement

Some people who received this message don't often get email from alwaysworking2006@yahoo.com. [Learn why this is important](#)

In reference to your settlement with Frontier Communications I feel that what is in the settlement agreement is way too little and too late.

That settlement agreement isn't even a slap on the wrist for what Frontier Communications put us consumers through while charging us the full rate on our monthly bills for years.

Many if not all of the Frontier customers have been without the services we were paying for days, and some were for weeks..

I like a few others finally were forced to seek an alternative from Frontier and are no longer with them.

This "Settlement Agreement" isn't severe enough to satisfy the public and we all feel that with these weak penalties will not encourage much of a change in Frontiers lack of responsibility.

I personally feel that the OCA should go for the full litigation .

Thank you,

Sincerely,
George W. Lockett
627 Granger Ln.
Morris, Pa. 16938

PH: 570 353 2172
e-mail: alwaysworking2006@yahoo.com

Marshall, Ryan F.

From: Gerard P Doran <hgerardp@gmail.com>
Sent: Tuesday, October 31, 2023 2:51 PM
To: FrontierSettlement
Subject: Response to proposed Frontier Settlement

Some people who received this message don't often get email from hgerardp@gmail.com. [Learn why this is important](#)

The proposal is a step forward. According to the settlement, we can expect to wait up to 3 years for repairs to broadband equipment which Frontier is acutely aware of and has repeatedly stated they have no intent to correct. That coupled with their failure to adequately staff service reps. for Tioga county, places us in our current situation. The subterranean lines continuously short, tripping breakers whenever there is a heavy, ground saturating rain. They know it and do nothing.

Thanks to Rep. Owlett and the PUC for their attention and actions on this inadequate, inferior and breached service. Hopefully we will see corrections without the need for further action or litigation. A class action suit may be the only remedy.

Gerard P. Doran
1063 S Elk Run Rd
Wellsboro, PA 16901

From: [epix](#)
To: [FrontierSettlement](#)
Subject: Frontier comment
Date: Monday, December 4, 2023 10:39:00 AM

[Some people who received this message don't often get email from aa@epix.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

My complaints about Frontier are that when your phone goes out. It takes weeks before anyone shows up to fix your phone. When you do call in you have to talk to someone who is not even in this country and most of the time can't even speak English enough to be able to understand. The last time I had to call, they said it was going to be 2 weeks before someone could come out. They made a ticket and told me the date and the person would be here between 8am and 5 pm. Well I waited, and waited, and waited. Finally I called again and they said my ticket was completed and my internet should be working. I told the guy no one has been out here and my problem was my phone was out and I didn't call about the internet. So then he had to make another ticket out and it was another week or so before anyone showed up to fix my phone.

There are trees all over the phone wires which causes static on my phone. They don't do any wire maintenance at all.

Around here to even get cell service I have to go outdoors and walk around till I can get enough bars to call.

I pay enough each month for service from Frontier that they should be able to give better service.

Thank you for reading my complaints. I hope you can get Frontier to service their customers better.

Thank you,
Irma Beardslee
Springville, PA
Sent from my iPad

Marshall, Ryan F.

From: Yahoo Mail <jkreilly3@frontier.com>
Sent: Tuesday, November 14, 2023 2:00 PM
To: FrontierSettlement
Subject: Frontier Settlement

Some people who received this message don't often get email from jkreilly3@frontier.com. [Learn why this is important](#)

Our main concern about this settlement agreement is that we question who the watchdog will be to assure Frontier complies. A lot of the agreement seems to center on Frontier "automatically" applying credits for outages. If they can't get their act together, who is going to oversee that this is really going to happen? How will we know if it happened? What if credits do not show up on our bills? Then is it in our ballpark to follow up?

Also, Frontier is going to concentrate on areas where the most reports of trouble occur. We live in a very rural area and, therefore, the reports cannot be as frequent as they are in a town or city. Where does that leave us? Does Frontier get penalized for not carrying through? If they have declared bankruptcy, how will they be able to sink millions into improvements?

Thanks,

Jack and Kris Reilly
Covington, Pa.

From: [jack barr](#)
To: [FrontierSettlement](#)
Date: Tuesday, December 5, 2023 4:42:00 AM

Some people who received this message don't often get email from jackdbarr56@gmail.com. [Learn why this is important](#)

Frontier has been a disappointment time and time again with very poor service and communicating why it took so long for service. And no compensation for being without internet for weeks at a time.

Thanks for looking into this.

JACK BARR

Marshall, Ryan F.

From: billnjackie@frontiernet.net
Sent: Friday, November 3, 2023 10:08 AM
To: FrontierSettlement
Subject: Dissatisfied Customer

Some people who received this message don't often get email from billnjackie@frontiernet.net. [Learn why this is important](#)

Thank you for giving me the opportunity to let you know how disgusted I am with Frontier. I live in Silverlake Township, Brackney PA. For twenty years things were fine using Frontier internet. My address was billnjackie@frontiernet.net to give you an idea of time. As Frontier began swallowing up small operations around me and apparently the country, I believe they didn't have enough servers to serve all these new customers. My internet and phone began to give me problems. I'd call the number and actually speak with a person who was living in the U.S. and was a citizen of such. No need to go through a menu. Yes, they'd check to see if there was an outage in my area. Lo, and behold, everyone around me was out. Should be up and running in 24 hours, the next time it could be 48 hours. At Christmas last year, 2022, I was out 4 days. I have children in Australia and TN and no, there was no communication to wish any of them a Merry Christmas and see them. Unacceptable. I had the cheapest plan and that was going to increase by \$20. For what? This past May, I discovered Spectrum was now an option for my location. Yippee! I haven't lost connection one time. Frontier, you used to be a great company. You've failed and don't seem to care. I hope this settlement gets your attention to pony up or give up.

Jacqueline Sanders
1282 Brackney Hill Rd
Brackney PA 18812

Marshall, Ryan F.

From: Jae Dee Kocher <jaedeek@epix.net>
Sent: Friday, November 3, 2023 11:12 AM
To: FrontierSettlement
Subject: Frontier service outages and slow speed

Some people who received this message don't often get email from jaedeek@epix.net. [Learn why this is important](#)

Good morning.

I am writing to you in regards to Frontier's terrible overall service. I've been a Frontier customer for well over 15 years. I have their landline and internet service. The landline hasn't been that terrible in comparison to their internet service. I have an in-home office since 2001. Originally I utilized satellite internet service but it became too expensive when the travel industry tanked after 911 in 2001 so I switched to DSL. When Frontier took over my internet I would have complete outages for days because the unit down at Leon Brown road had faulty equipment. Our local service men (which are wonderful and overworked) would do their best to help when they could but were told that Frontier would not replace the unit/issue because it wasn't cost effective for them in this rural area. Meanwhile, customer service would insist the earliest they could provide any repairs would be 3 weeks out. They would offer limited compensation (about \$4 a day if I was lucky) on my bill. Prior to having a "hotspot" on my cell phone, my truck's internet was the only option I had to continue with my job for days on end. I'd even drive into Wellsboro on overcast days to get better reception in the truck. I had to pay for the internet in my vehicle and was never compensated for it. I never bought the Uconnect for any other reason but to work in the truck because Frontier was down.

To this day I'm using my cell phone "hotspot" at least a week a month because the internet speed slows to a snails pace or isn't available due to some unforeseen circumstance. Once again I only added this service on my cell bill because Frontier is so unreliable and I need to earn an income.

Customer service has a -canned- response to every phone call. I can actually tell you what they will be saying next and they don't listen because they've been programmed to say the same response every time. When I do get to the point to schedule a Technion to fix the problem the earliest "repair" is not before 2 weeks or more. I've gotten to the point I don't even call anymore because it's a long hold time, or transfer to this department with a drop called and I know the outcome will be "your scheduled for 2 weeks from now". The ONLY advantage or going through all of the hold time and trouble is it's documented I have an outage so I can get a minimal refund on my bill. Which I have to call back in for even though they say Frontier will refund it automatically. They don't.

I've priced satellite service again, but it's still not cost effective. Tri-County is running fiber optics close by but we aren't in their area yet for me to switch. So, here I am STUCK with Frontier.

Thank you in advance for your assistance. My Frontier phone line is 570 376 5348 if you need it for reference. My cell number is 570 439 0064 if you need that for a contact or have any questions.

Best regards,
Jae Dee Kocher

Jae Dee Kocher, CTC

*Fall is proof change is
beautiful. 😊*

Wishing you a blessed day!

Will Travel Inc.

118 South Bellevue Ave.

Langhorne, PA 19047

Monday thru Friday 9am to 500p EST

Phone 866 276 7883 in USA or

570 376 5348

Email: jaedeek@epix.net

www.facebook.com/willtravelinc

Grace and peace be yours in abundance.

Please be aware by purchasing an airline ticket you acknowledge that federal laws forbid the carriage of hazardous materials on board an aircraft. Examples of such items are lithium batteries, explosives & fireworks, aerosols, lighter fluid, flammable liquids, pesticides, and corrosive

*** Also note that many countries require 6 months of validity on your passport beyond your planned departure date fom that country. Please check your passport expiration date prior to international travel. ***

1206 Station Hill Road⁹⁴
Nicholson, PA

18446 - 7678

IN LATE JANUARY OF 2023 I WANTED TO MAKE A
CALL IN THE AFTERNOON USING MY LAND LINE (FRONTIER)
PEOPLE WHO WORK FOR FRONTIER HAD BEEN PUTTING IN
A CABLE ON THEIR AND BETWEEN THEIR POLES FOR
INTERNET ACCESS.

I HAD NO PHONE SERVICE AND I ASKED ONE OF
THE MEN IF I COULD USE HIS (CELL PHONE) TO CALL
FRONTIER, WHICH I DID.

I WAS TOLD BY A REPRESENTATIVE IN THE REPAIR
DEPARTMENT THAT IT WOULD BE "3 WEEKS
OR LONGER"

SINCE I MAY HAVE HAD AN EMERGENCY NEED TO
CALL 911 I COULDN'T IN THE 3 OR MORE WEEK PERIOD.
I HAD TO BUY A CELL PHONE AND WHEN I
GOT IT I CANCELLED FRONTIER.

Sincerely
James G. Day

RECEIVED

DEC 04 2023

OFFICE OF
CONSUMER ADVOCATE

JAMES E. Day
1206 Stanton Hill Run
Neshosson, PA

18446-7678

LEHIGH VALLEY PA 180

1 DEC 2023 PM 4 L



RECEIVED

OFFICE OF CONSUMER ADVOCATE

DEC 04 2023

OFFICE OF
CONSUMER ADVOCATE

FRANCE SETTLEMENT
555 WANT STREET, 5TH FLOOR
PO BOX PAPE,

HARRISBURG, PA

17101-1923

17101-1923

Marshall, Ryan F.

From: Minderler Jimmy <svfd39r09@gmail.com>
Sent: Tuesday, November 21, 2023 12:49 PM
To: FrontierSettlement
Subject: Frontier Settlement

Some people who received this message don't often get email from svfd39r09@gmail.com. [Learn why this is important](#)

November 21, 2023

To whom it may concern,

I am writing to you in reference to the Frontier Communications Outage. The Shinglehouse Volunteer Fire Department covers approximately 424 square miles, so when there is an outage it leaves the people we serve lives and property at high risk. Our volunteers go to the Fire Department to man the station during outages in hopes that people know to call or come to the station if an emergency arises. Which in return takes longer to get help to these individuals as we have to call Tioga County by radio so we can be dispatched as we also have Frontier here at the station. If we do have an emergency someone still has to stay at the station in case another emergency arises taking away manpower that could be covering the first call. In 2023 we have had to man the station on the following dates: February 24, April 23, April 27, May 15 and most recently November 11.

Sincerely,
Shinglehouse Volunteer Fire Department
James F. Minderler Jr.
Vice President

Marshall, Ryan F.

From: Jay Ziegler <ziegler_jay@yahoo.com>
Sent: Wednesday, November 8, 2023 6:30 PM
To: FrontierSettlement
Subject: comments

Some people who received this message don't often get email from ziegler_jay@yahoo.com. [Learn why this is important](#)

To whom it may concern. My wife and I have been Frontier customers for approximately 25 years. Our experience over those years has been one of disappointment, particularly in the area of service. We live in a rural area and depend on Frontier for our communication link with family, friends, health care providers, and emergency services. Often when our service was interrupted and we called to report it, we would be told that a service technician would be out in the next 10 days. We have always been baffled how a major company such as Frontier could treat their customers in such a manner. We have always been hopeful that another provider would service this area so that we could switch to them but that has not been the case. I urge judgement against Frontier be severe so that perhaps Frontier will be forced to make changes in their customer service department. Thank you for your time. Sincerely, Jay and Priscilla Ziegler - 717-496-1245

From: [naterrey](#)
To: [FrontierSettlement](#)
Cc: [Copley, Jerry & Nina](#)
Subject: Proposed Frontier Settlement
Date: Wednesday, December 6, 2023 4:47:09 PM

Some people who received this message don't often get email from naterrey@ptd.net. [Learn why this is important](#)

To Whom It May Concern:

We, Jerome and Nina Copley, are sending this email through our daughter; as the service for our own Frontier email, jernina@frontier.com, is so bad that we cannot be certain it would be sent or received.

The settlement is in language that is difficult for us to understand; we assume it is acceptable as we have no choice but to trust the process.

This lengthy ordeal with Frontier Communications has stretched on for years. Our lines are very old, frequently out, and when we call to report outages we are dismissed and belittled.

We are elderly, 82 and 89 years of age, with various health concerns including joint replacements and heart problems.

We have needed emergency care a number of times. In our home area, cell service is nearly non-existent. We rely on our landline.

Our concerns are twofold: that in an emergent situation, we would be unable to contact emergency services OR family to help us.

and second: that our daily living is constrained by the failure of our duly-paid services being so poor as to cause anxiety, stress and strain and make life more difficult for us.

We appreciate the efforts of the Office of Consumer Advocate and Rep. Clint Owlett on our behalf.

Sincerely,

Jerome and Nina Copley
telephone and internet customers of Frontier for many years
(because there's no other option!)

Marshall, Ryan F.

From: jerry bockus <phoenix9290@yahoo.com>
Sent: Saturday, November 4, 2023 12:05 PM
To: FrontierSettlement
Subject: The agreement

Some people who received this message don't often get email from phoenix9290@yahoo.com. [Learn why this is important](#)

Good luck getting frontier communications to follow through on any agreement. I have had service with them for almost thirty years. They keep raising prices and the service keeps getting worse. They lie to you and do not prorate anything, and parts of Susquehanna county, they have a monopoly providing internet services. Their service is poor, at best, and expensive as any other something more than a slap on the hand needs to be done. Your making them put \$165 million into the company, who do you think will end up financing the project? (Your so funny saying they have to use their own money). Haha!

[Sent from Yahoo Mail for iPhone](#)

Marshall, Ryan F.

From: Jim & Lindy Conoscenti <jimnlindyc@gmail.com>
Sent: Friday, November 17, 2023 12:19 PM
To: FrontierSettlement; Owlett, Clint
Subject: Frontier Settlement comments
Attachments: Frontier Settlement Comments.docx

Some people who received this message don't often get email from jimnlindyc@gmail.com. [Learn why this is important](#)

Thank you for your commitment to those that have been wronged by Frontier Communications. Your efforts are appreciated.

I have reviewed the settlement and attached my comments to this eMail. If you have any questions regarding the comments, don't hesitate to reach out to me.

Regards,
James and Linda Conoscenti
Wellsboro, PA



Virus-free. www.avast.com

Marshall, Ryan F.

From: jimjanefred <jimjanefred@verizon.net>
Sent: Tuesday, November 28, 2023 9:14 PM
To: FrontierSettlement
Subject: Frontier Settlement

Some people who received this message don't often get email from jimjanefred@verizon.net. [Learn why this is important](#)

Dear Office of Consumer Advocate,

I am responding to the Frontier Settlement with additional comments of consumer abuse by Frontier, which I have personally experienced.

My phone & internet account number is 570-924-4493-121903-3. This is a seasonal residence that uses both phone and internet for communications especially for emergency medical reasons. My wife and I are in our 80's without reliable cell service at this location. We only need the landline for reliable emergency needs.

My complaints with Frontier are many, but the bulk of the problems are listed below.

When we were first offered internet service we were promised 10 Mbps download and 1.0 Mbps upload. We never saw that and complained, but were offered the excuse of "you're at the end of the line and that's all there is". When I continued to complain, we were not offered any compensation for false advertisement of services. We are currently downloading in the range of 5-6 Mbps and uploading 700-800 Kbps. Yet our bill for phone and internet has more than doubled since September 2017 from \$56.26 to \$114.18 per month presently. All this time we have not been getting the 10/1 download / upload promised and rarely use up our Rollover minutes, which currently stands at 227 minutes with 26 minutes having expired. As far as we are concerned they make up excuses to install upgrades knowing full well they'll never be taken advantage of by the customer.

Frontier purposely installed Digital Phone Essentials Voice without request or without offering other options. And of course that was more costly! Because

we're are a seasonal residence we put our system on a vacation hold when we are at our full time residence during the winter. We are charged \$39.99 to put the phone on vacation hold. Frontier requests three days notification to turn the phone and internet back on. Invariably, the internet activation takes several phone calls from me to get technical assistance to turn it back on, which may take several days to become activated with me talking to the trouble shooter. If I do not remind them of the fact we had no internet for X number of days, they have charged us as if we had it all along. I had to become proactive and remind the technician to adjust our bill for the days without internet.

Their system is not properly grounded and during summer thunder storms, if I do not disconnect our phone and answering machine to protect it from feedback from lightning, both systems are burned out. The repairs to the external wiring, where the service lines connect to the internal equipment have been repair several time in the past five years. At one point we required a complete replacement of the internal wiring due lighting strike issue from feedback into our home.

We have experienced so many "no service calls" due to equipment failures at a substation that we check the phone as soon as we arrive in order to document our recorded time of failure. If we check with our neighbors first, they'll tell us when the failure started, otherwise Frontier will only refund for our "when first noticed outage" otherwise we will get billed for the full month. Frontier knows when any system goes down, yet tries to bill for service even when not available. They have pulled this stunt a few times until I called them on the incorrect billing. I had a problem one time when we had no phone for almost 5 days, but because they fixed the problem after 4 days + nearly 18 hours, we received a refund for 4 days. What about the other 75%

of the outage. At our age 80 and 81, when we have no landline for medical emergencies, we are put into a dangerous predicament. There is no cell service at this location for voice communications.

We pay Frontier for the security we need, but it fails so often we feel jilted by outdated and unaffordable phone systems and a technical support system that uses too many non-intelligible dialects one cannot understand hardly a word as they are trying to speak English.

Sincerely,
J. Frederick

Marshall, Ryan F.

From: Joe Otto <hickoryhollowfurniture@hotmail.com>
Sent: Sunday, November 12, 2023 1:15 PM
To: FrontierSettlement
Subject: Comments on Frontier Settlement

Some people who received this message don't often get email from hickoryhollowfurniture@hotmail.com. [Learn why this is important](#)

We have been customers of Frontier Commonwealth for many, many years. The service provided was for a phone line and internet access.

The internet access had feeble connection to stream. We called many, many times regarding this. Speed of the internet did not allow us to stream. Progressing through the years, the speed had reduced to the point where streaming was never possible, and eventually we couldn't even pull up our internet bank online to check anything. It just would not work. Our frustration level had reached a breaking point. No website could be accessed.

Meantime, our bill throughout the years continued to rise! We were paying even more money for internet that we couldn't access at all!

Finally, this past summer, we made the decision to discontinue "internet service". Why pay monthly for something we can't even use?!

There was no apology from Frontier. They had no intention of fixing anything. But they did want our money. So, we were basically robbed of what we were paying for. It's been a very disheartening and distressing situation with no solution for us. We now have to go into town to use the internet at the local library.

We should be compensated for this. There's right and wrong, and this was wrong!

Sincerely,
Joe and Cecilia Otto
Wellsboro, Pa

Marshall, Ryan F.

From: Kimberly Johns <Kjohns@pahousegop.com>
Sent: Thursday, November 16, 2023 12:36 PM
To: FrontierSettlement
Subject: FW: [EXTERNAL]: Frontier Settlement

Hi ,
Please see email below from John and Ellen Wise.
613 Westgate Road
Mansfield, PA 16933
570-662-6110
Thank you.

Kimberly R. Johns
Aide to Representative Clint Owlett
kjohns@pahousegop.com
570-724-1390

From: john wise <jackwise47@gmail.com>
Sent: Thursday, November 16, 2023 12:09 PM
To: Kimberly Johns <Kjohns@pahousegop.com>
Subject: [EXTERNAL]: Frontier Settlement

The Frontier Settlement as proposed, does not provide any consideration for the aggravation they put us through over the last several years.

Just one example being the three times they never appeared or called to cancel their appointment at our residence. For each appointment we were required to be present for a five hour period.

Thank you

John and Ellen Wise

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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Marshall, Ryan F.

From: Barbara Falci <barbarafalci@yahoo.com>
Sent: Wednesday, November 8, 2023 6:51 PM
To: FrontierSettlement
Subject: Frontier issues

Some people who received this message don't often get email from barbarafalci@yahoo.com. [Learn why this is important](#)

Thank you for taking on this issue and negotiating this settlement. Frontier had quite the monopoly here in Sullivan County, PA. We used them for years for internet and phone. It was awful. In Forksville, we are an older demographic and rural. By having Frontier we would frequently experience outages with NO ETA of reconnection. Mind you this was for phone and internet so no way to obtain help in the case of emergency; fire, medical, etc. It was frankly, frightening.

We switched to Zito as soon as it became available.

I hope they can improve. We drove through Maryland recently and see they are there too. I hope they are better elsewhere than they ever were here.

Thank you.

John Thomas and Barbara Yarnall, Forksville, PA

Marshall, Ryan F.

From: jtomb1@epix.net
Sent: Tuesday, November 14, 2023 3:56 PM
To: FrontierSettlement
Subject: Frontier/Commonwealth

Some people who received this message don't often get email from jtomb1@epix.net. [Learn why this is important](#)

John S. Tomb, Jr.
1945 Cummings Creek Road
Middlebury Center, Pa. 16935

I have been a customer of Commonwealth and Frontier, at this location, since 1976. Major problems did not arise for me until 2017. Phone and computer issues started then and continued until I dropped their service in June 2023.

Every time it rained there was no phone or internet. Sometimes my calls were heeded but, usually not. I paid for 5MBPS download every month. I received on average .20 MBPS (200 KBPS). This persisted to the day I dropped service.

I have no idea how many appointments were not met or changed, all I can say is, it was a lot. I have two medical devices that are monitored by phone. It was very disconcerting as I was going through some health issues that could become serious. Also, no phone, no emergency calls could go out. Cell service is haphazard at best in this area.

I must point out that the two service people in our area are doing a good job. Even they are frustrated and feel bad about the way service has gone in this area.

The problems I mention in my statement to the P.U.C. still exist. Trees on the line, Lines not connected, and lines with exposed wiring.

I feel that I was overcharged for internet service and spent days at home awaiting service personnel to arrive. After several years of this an alternative became available and I took it.

At last Frontier is being chastised but, in my opinion, it was too late and little will come of it in the end. I hope that this is not the case as there a multitude of people who have been ill used by this Corporation. What I can see of the settlement it's probably a standard that has been set as precedent by similar claims. It is not the greatest but is better than nothing and at least some will receive compensation for their aggravation.

Thank you for listening and helping with a problem.

John S. Tomb, Jr.

Marshall, Ryan F.

From: Joseph Spencer <jujo@frontiernet.net>
Sent: Thursday, November 16, 2023 8:11 AM
To: FrontierSettlement
Subject: Internet

[Some people who received this message don't often get email from jujo@frontiernet.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

I continually have problems at night trying to access the internet. It's usually between 7:00 and midnight. Sometimes it out completely all evening long. I feel as long as I pay for this service it should be reliable

Sent from my iPad

Marshall, Ryan F.

From: Joyce Stein <jmstein7@yahoo.com>
Sent: Friday, November 3, 2023 3:13 AM
To: FrontierSettlement
Subject: COMMENTS: Frontier Communications Settlement

Some people who received this message don't often get email from jmstein7@yahoo.com. [Learn why this is important](#)

This is my experience with Frontier phone/internet service at my home at 2193 Shotgun Hollow Road, Ulster, PA. After 34 years of poor phone service, I finally bought a smart phone and new internet services.

1. Started phone service in 1989 at this home. FROM THE BEGINNING, EVERY TIME IT RAINED, PHONE SERVICE WAS INTERRUPTED.
2. In 2000, started dial up internet service. FROM THE BEGINNING, EVERY TIME IT RAINED, INTERNET SERVICE WAS INTERRUPTED.
3. The main problem **all of the time** was **slow downloading speed**.
4. During the last 23 years, I have had four new personal computers. The slow downloading speed never improved when I was using a new pc.
5. Important: When phone service was interrupted, I would call Frontier Repair, and had to wait up to 10 days for a service person to show up.
6. You would think that in 23 years internet service would improve, but up to the day I terminated phone and internet services, I was waiting 11 days for a service person to show up.

FRONTIER COMMUNICATIONS has not kept up with technology for phone and internet service updates. They are still stuck in year 2000!!!!

Joyce M. (Egge) Stein
2193 Shotgun Hollow Road
Ulster (Burlington Twp) PA 18850
570-250-3150

Marshall, Ryan F.

From: Frey, Judy <Judy.Frey@ErieInsurance.com>
Sent: Wednesday, November 1, 2023 3:06 PM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from judy.frey@erieinsurance.com. [Learn why this is important](#)

Good Afternoon,

I'm one of those frustrated customers of Frontier—or should I say previous customer. I, like so many others, had to work from home during Covid. Although my job has been remote for many years, the Covid season made that an exclusive requirement. I can not tell you how many times I'd travel to my daughters house (20 minutes away) to connect to her internet so I wouldn't miss a meeting. Or I'd drive to the top of the mountain, park in my car during a snowstorm to use my MIFI device to hook up, hoping my battery didn't die during an important call. If the service went down, it would be days-even weeks before repair was made. I reported them twice to the FCC. I even had the lack of reliable internet put as a negative comment on my performance assessment at work. Finally, I gave up. My neighbor stopped to tell me he had purchased Starlink and was very happy with it. I received an email that it was available in my area so I took the plunge and paid the \$650 for the equipment and luckily my son-in law was willing to hook it up. Good thing because my company told me if I could not get internet at their required speeds, I could be involuntarily terminated. What would I have done if Starlink WASN'T available? Lose my job over Frontier's callousness toward its' customers? I don't know if I can be part of that class action suit, but I certainly feel like I deserve to be!

Judy Frey, CPCU, AIC, CIC
Senior District Sales Manager
(570) 637-9776

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From: [June McNett](#)
To: [FrontierSettlement](#)
Subject: No Phone & sometimes internet
Date: Monday, December 4, 2023 5:09:20 PM

[Some people who received this message don't often get email from mcnett433@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

We have been having phone outages for the last several months. When we call
It is always the same thing. We go through the same rigmarole with nothing ever done. Phones would go out we
are told it is only our line, even though all the neighbors phones are all out also. Get a ticket wait, wait, wait.
During the summer one of the techs gave his phone number so I didn't have to go through it all over & over. Then
that tech left, with the new tech, he has to try & understand what is going on. We would get a text, your phone is
working again. No it isn't!!!! The tech is on his way, no he wasn't. The tech was here, NO he wasn't. When I
called to have my bill adjusted, they said they would go on the tickets when we were out. I said, how will you
know, you told me my phone was back how many times!!!! Just too frustrating! Husband with cancer & no phone
if he needed someone when I was out!!! I pay my bill on time every month for what????

Please fix this

Sent from my iPhone

JUNE TEAGUE
PO Box 101
2556 ROUTE 660
MANSFIELD PA 16933
COVINGTON TOWNSHIP
570-659-5490

RECEIVED

DEC 11 2023

OFFICE OF
CONSUMER ADVOCATE

For 14 years I have lived at this address with no cell service, otherwise known as a dead zone. I've had a cell phone to use when on the road. If my home phone with Frontier didn't work, I'd drive 3-4 miles away to make a call. Frontier would not ~~see~~ accept that I had no cell service and insisted they needed my cell number. I explained that phone wasn't even turned on unless I needed to use it when away from home. So do they believe me? NO! I do not text and told them so. Needless to say, they text and I never receive their messages.

Fortunately, just a few weeks ago, cell service became available.

The following page is testimony I had written to present at the meeting with Frontier on June 6, 2023 at the Fire Annex.

By the time it came to my turn, I had listened to so many situations that seemed more dire than mine and many more people were waiting to speak. I just could not get up and talk in front of the crowd.

June 6, 2023

Television live streaming signals are weak and fragile. It may come on for 2 to 3 minutes and then goes off displaying the message "no internet connection". Then it's off for anywhere from 30 seconds to not coming back at all. If it does come back, the picture is so fuzzy you can't read the screen until the signal strengthens. The fuzziness comes and goes until the signal is totally lost again. Watching a program without frequent signal interruptions does not happen.

Week-ends are bad times to try to use the computer. The internet is down for hours at a time.

The telephone still has occasional static making it difficult for both sides of an attempted conversation.

I do not call Frontier anymore because I can not understand the people I'm supposed to talk with. They're offended when you ask to speak with someone who speaks better English.

My latest dilemma with Frontier began on Tuesday night November 21, 2023 when the wind blew down the pole in my back yard taking with it the phone and internet cables and causing some damage to the gazebo.

After an hour on the phone with Frontier the next morning, we scheduled a repair for Monday Nov. 27 between 8 and 5. The technician came around noon and spliced cables, but there was nothing he could do about the pole. Someone else would need to come. So now I have the phone and internet which continues to be fragile, as it has been for years.

The pole still lays in the yard with cables all over, hoping they don't get broken, and hearing no word from Frontier as to when they may complete the repair.

One issue that Frontier won't correct and has to be an annoyance for technicians to try to locate me.

Someone listed my address as

2556 Route 660 Mansfield PA 16933
in Delmar township. I am in Covington township, not Delmar township.

Delmar township is 20 miles away on the other end of Route 660 and would be a Wellsboro address. I have explained this to them many times.

On November 22nd, the person at Frontier told me I would have to call Frontier's Mansfield office to get it changed. The number she gave me was for the Mansfield Borough Managers office. Needless to say, he was surprised by the call and told me Frontier doesn't even have an office in Mansfield.

Now what channel is one supposed to follow from here?

JUNE TEAGUE
PO Box 101
MANSFIELD PA 16933

HARRISBURG PA 171
8 DEC 2023 PM 1 L



OFFICE OF
CONSUMER ADVOCATE
DEC 11 2023

RECEIVED

OFFICE OF CONSUMER ADVOCATE
ATTN: FRONTIER SETTLEMENT
555 WALNUT ST., 5TH FLOOR
Forum PLAGE
HARRISBURG PA 17101-19233

Marshall, Ryan F.

From: karenkarlin898@gmail.com
Sent: Sunday, November 5, 2023 12:08 AM
To: FrontierSettlement
Subject: Frontier Service

Some people who received this message don't often get email from karenkarlin898@gmail.com. [Learn why this is important](#)

I have had Frontier internet service since 2005, I will say it was the worst service I could ever ask for. During Covid when my kids were trying to do their school work. We had to go sit in my sisters driveway in NY just to complete their work. There were months at a time where service was out more than it worked. And the price just kept going up.

This is a fine settlement and I totally agree with it.

If you have any questions I would be happy to speak with you.

Thank You
Karen M Carlin
570-418-1080.

[Sent from Yahoo Mail for iPhone](#)

From: hadapat734@frontiernet.net
To: [FrontierSettlement](#)
Subject: Settlement Comments
Date: Monday, December 4, 2023 10:01:37 AM

Some people who received this message don't often get email from hadapat734@frontiernet.net. [Learn why this is important](#)

To Whom It May Concern,

While it is nice to hear that a "settlement" has been reached with Frontier due to their lack of interest, commitment and quality provision of service and maintenance of same to customers which includes our area (Brackney, Friendsville, etc. area at the NY border south of Vestal/Binghamton) I do not feel it goes far enough. We have never received anywhere near the quality and speed for DSL/internet service we have paid for, in fact the speed of our service was lowered last year. We constantly have difficulty with and dropping of internet but they have had no interest in taking care of the issues (they say there are too many people with service and the system can't handle it and also, if someone shuts off their internet here, they cannot re-subscribe). We also recently received a \$20 per month increase in bill for phone/internet. They are very good at providing excuses, cover their inadequate services with promises of a "10 year plan", etc. but after having phone service with Frontier, and the predecessors prior to Frontier taking over providing phone and internet here, services in this area since 1978 and internet from the first dial-up available here I don't hold much hope in this "settlement" providing this area with much needed improvements in quality of phone/internet and service/maintenance of same in this area.

If this "settlement" works in providing what we have paid for all these years, kudos to those who worked to make them live up to what we should have been getting all along. Only time will tell and I am hopeful that it will improve. Past cannot be made up for with a "settlement", only appropriate/immediate improvement and honest dealings will help. I/we have 2 accounts, one in Friendsville, the other in Brackney. We are no different than the big city people who get superior service and choices of providers, we just like the quiet, country way of life but need phone (including cell phone service which we don't get either) and internet services just like the rest of the people in the US.

Sincerely,

Karen Hadaway-Patton

From: [Kathleen Carver](#)
To: [FrontierSettlement](#)
Subject: Frontier
Date: Saturday, December 2, 2023 9:55:03 AM

Some people who received this message don't often get email from ekcarver@verizon.net. [Learn why this is important](#)

To whom it may concern,

It is amazing that in this day an age of advanced technology, Frontier Communications FAILS to provide reliable internet and telephone service. We, the customer, are expected to pay our bills on time or face disconnection of service. But for Frontier Communications, they don't care if we have the service we are paying for or not. Living in rural Pennsylvania, we do not have cell service at our home, we rely on a land line to make phone calls. Our phone service will go out or it is so staticky, you can barely hear the person on the other end. You pick up the receiver, get a brief dial tone, dial a number, and then a busy signal. It can last from less than an hour to a day. The internet service is just as random, and the longest time without it, has been 7 days!! Thirty-three of my neighbors were affected by this. How pathetic is that? And then to call customer service is a joke in itself. You always get someone in a foreign country, and you cannot understand half of what they are saying. I DO NOT want to speak to someone in a foreign country!! Why should I?!! I always get the run around, ask to be transferred to someone in the United States and the answer is always the same, that they don't have the capability to do so. We are always being told the problem is being addressed, but we know otherwise. The service port is 700ft from my home and we are able to see if anyone from Frontier is there working on it. So, stop the double talk!! I run a small business from home and have to make phone calls and I also do a lot of banking online and I need to send quotes and invoices. I can't do that if my phone line is not working, or the Internet is out. We have the technology to send a man to the moon and bring him home safely, we can do neurosurgery, and we can attach severed limbs (for the most part), but Frontier Communications cannot or does not want to provide the reliable, fast service that we are paying for. It is appalling and shameful of what they are doing (or lack thereof) and the amount of money that as the customer, I am expected to pay. It may take some time, but I will drop Frontier Communications as my Internet carrier. If I had the choice, I would also drop the land line as well, but as mentioned earlier, I do not have cell service at my home and to do Wi-Fi calling, you need RELIABLE Wi-Fi service. You, Frontier Communications, are the WORST communications company ever to do business on the face of the earth and should be ashamed of what you are NOT doing.

Cordially,

Kathleen A. Carver
Carver's Masonry LLC

Marshall, Ryan F.

From: Kathy Stephenson <katdstephenon@gmail.com>
Sent: Friday, November 3, 2023 12:52 PM
To: FrontierSettlement

Some people who received this message don't often get email from katdstephenon@gmail.com. [Learn why this is important](#)

Terrible internet. I live in rural PA in bradford county and my internet is down more then working. The weekends are worse for [me.vi](#) pay good money to have internet and it is not reliable half the time. You are a multimillion company all over the country and there is no reason that you can't be up to date with this. I have no chose but to use frontier where I live and no cell phone service so have to use wifi though the internet. Please get this company up to date and run faster its really slow
Thank you

Marshall, Ryan F.

From: Katie Place <kplace55@icloud.com>
Sent: Wednesday, November 1, 2023 5:12 PM
To: FrontierSettlement
Subject: Frontier Services

[Some people who received this message don't often get email from kplace55@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Sent from my iPad

I am writing to comment on the terrible service I have received ever since Frontier took over our Telephone and Internet Services from Commonwealth Telephone Services. Commonwealth Telephone Company was always ready to help maintain or quickly restore any telephone issues. I have never experienced that with Frontier. I became so frustrated that I stopped trying. The internet service through Themis TERRIBLE!!! We don't even use the land line telephone because of past issues. They have never repaired anything in a timely manner. It could be weeks before an appointment to remedy issues. I am patiently waiting for another available service in the area and then will say Goodbye to Frontier!!! Kathleen Place.

Marshall, Ryan F.

From: Keith Slocum <slocum.keith67@gmail.com>
Sent: Monday, November 13, 2023 5:08 PM
To: FrontierSettlement

Some people who received this message don't often get email from slocum.keith67@gmail.com. [Learn why this is important](#)

They keep making the internet slower an you never get what you pay for but yet they think they should get paid for garbage service. I pay for internet for five devices and there is no way you can us two at one time

Marshall, Ryan F.

From: Kelly Finan <kellyefinan@gmail.com>
Sent: Monday, November 20, 2023 3:35 PM
To: FrontierSettlement
Subject: comment
Attachments: Screen Shot 2023-11-20 at 2.37.43 PM.png

Some people who received this message don't often get email from kellyefinan@gmail.com. [Learn why this is important](#)

To whom it may concern:

I write in response to [JOINT PETITION FOR APPROVAL OF SETTLEMENT](#), which is inadequate in many ways. My father and I have been using Frontier internet for about a decade. Frontier is the only non-satellite internet company available at our home, and our experience has been abysmal.

For several years, in the mid-2010s, our internet was so unreliable that we could expect it to go out every evening and not return until morning. It was so slow that it was impossible to conduct basic business from home, and I had to move my home-based business away. Reliable video calling was out of the question.

Despite all of this, the bills were outrageous. Our combined landline and internet bill climbed from about \$100/month to \$130 in 2023. We believe that this is because Frontier has a monopoly on cable internet in Hop Bottom and knows that we have no other option.

The internet was reliable for about a year, beginning in approximately 2022. When we discovered that the landline was adding up to \$90/month to our bill, we opted to port the number to a cell phone in October of 2023. Frontier did not warn us that this would leave us without internet (and therefore no means of outside communication) for seven days, followed by a month of internet that only works for about 12 hours/day. We have collectively spent maybe 20 hours on the phone with Frontier, and they have told us many times that they have solved our problem, but each time this turns out to be untrue. We are now in the midst of an FCC complaint. We are waiting for our first bill from Frontier since porting the landline, and based on conversations with multiple representatives, we expect it to be either \$30, \$39.99, \$69.99, or \$79.00. Each person has given us a different number.

I run a scientific illustration business, which involves emailing files and taking video calls with clients, and my father makes some extra income by selling things on Facebook Marketplace. My rough estimate, based on my yearly salary, is that each day of missed internet costs me \$164. Every hour of missed internet is then \$6.84. I can't speak for my father's missed sales, but miscommunications because of his inability to communicate via Facebook messenger have been significant.

It is insufficient for Frontier to only reimburse \$6 to \$20 per day for missed internet. In addition to the financial harm inflicted by lost service, having unreliable internet frequently forces me to seek out reliable internet elsewhere, even when the internet is working at home. This is because, with our internet going down almost every day, it's simply too great a risk for me to take a video call with a client if the internet is likely to go down during the call. The closest reliable (non-Frontier?) public internet is a 30 minute drive away.

Since this is a problem that has affected my business for years, I would like to be reimbursed retroactively for miles driven, hours on the phone with Frontier, and business lost due to unreliable internet.

When the internet fails, it is almost always in 3-14 hour blocks. This means that these daily outages, though debilitating for us, may not even qualify us for reimbursement under the settlement, since the settlement only seems to address outages that last multiple days continuously. Perhaps they would be like-occurrences? In which case they would add up

to about \$300-\$600 month, which would be acceptable, but only if we don't have to call Frontier every day and wait on hold to report the daily outage.

I would like to receive these payments in US currency rather than in credits, because frankly the amount of money owed to me by Frontier monthly would exceed the amount that I pay for their service, and I anticipate leaving Frontier for a better internet service as soon as I can.

Finally, my father is 75 years old, is legally blind in one eye, and has balance issues due to a concussion. The fall detection on his Apple Watch relies on our home internet to contact emergency responders if he has fallen. Inadequate and unreliable internet puts him at risk of an injury going unnoticed, which could result in more severe injury or loss of life. This is an unacceptable situation. I like the idea of him having a medical certification to prioritize his trouble tickets, though it would be mandatory that the internet works most of the time in the first place.

I would like to draw your attention to the attached image. This image shows the last ten days of data from our indoor air quality monitor, which collects data via the internet. The gaps in the purple line show times when our internet service with Frontier has not been functioning: almost half of the time.

Kelly Finan
4450 State Route 2002
Hop Bottom PA

--

570.877.2417

www.kellyfinan.com

Note to my beloved clients: When possible, please hit "reply" rather than starting multiple email threads for the same project. This helps me to keep your project organized and streamlined. Thank you!

From: [Lana Boyden](#)
To: [FrontierSettlement](#)
Subject: Frontier Phone Service *garbage*
Date: Wednesday, December 6, 2023 4:58:26 PM

Some people who received this message don't often get email from lmboyden@hotmail.com. [Learn why this is important](#)

I currently have Frontier as my land line phone service provider. I would like to tell you about my recent experiences with Frontier. On November 21, 2023 I lost phone service. It was the day after a big storm here so I didn't think much of it since I thought more than likely a lot of trees had come down on the lines. I called Frontier service number and got a choice of numbers to pick to try and figure out what was happening to my service. I put my phone number in at the point where the bot asks you to and was informed by the bot that there was no problem with my phone service. I then took my spare phone out to the box on the side of the house to see if I had service outside in case my inside line had an issue. When I plugged my phone into the outside box it was still making the terrible noise of brrr. brrr. brrr. sounding like a sinking sub alert. There was no dial tone present so I returned back into the house and got on the computer to try and reach Frontier through the website. Nobody real at the "chat" bot to try and let them know my service was out and it seemed to be on their end not mine. I chose some other part of the site and somehow got an appointment set up by the bot. The technician was supposed to be at my house on November 27 between 8am and 5pm. I was frustrated that it would take so long for someone to service my line but thought it could be the Thanksgiving holiday and people weren't working. On November 27 my phone started working again even though nobody had showed up or let me know they had fixed it on their end. I am not sure when my phone quit working again but my brother told me on December 2 that he thought my phone must be off again since he couldn't get through. I got back on the computer to let Frontier know that my phone was once again not working. Same thing happened where I couldn't get ahold of anyone. The only help was a bot that set up a technician visit again. The visit was scheduled for December 5 between 8am and 5pm. At some point on the 5th Frontier messaged my husband that they would be coming between 1pm and 5pm that day. After waiting for them to come for hours nobody ever showed up. I contacted my state representative Clint Owlett from the Wellsboro office to report my Frontier problem. Today, December 6, 2023 my phone miraculously started working again. I had no idea it was working until I got a call from my brother-in-law (who's phone has been off the same time as mine) to see if my phone was working yet. He had called from his cell phone so I am not sure if his phone was working yet or not. Nobody from Frontier has EVER contacted me during either of these two times my phone hasn't been working. One text saying they would be at our house at different hours was it. I have NEVER felt so abused and taken advantage of by any company I pay a bill to on time regularly in my life! I pay almost \$77.00 per month for just a phone line!! To top it all off my phone bill came yesterday when my phone still wasn't working!! I feel so frustrated I really can't stand the thought of paying these charlatans for one more day of their horrible service! Just wanted to let you know my terrible

experience with Frontier and wondering how in the world as our advocate you could let Frontier off the hook to scam their customers yet again!

Sincerely,

Lana Boyden

From: [Laurie Wilbur](#)
To: [FrontierSettlement](#)
Subject: Frontier horrible service settlement
Date: Friday, December 8, 2023 7:50:10 PM

Some people who received this message don't often get email from laurielw67@gmail.com. [Learn why this is important](#)

I feel anything to improve Frontiers service will benefit the public. Our Frontier service is horrible. Our phone is out of service or static all the time. If I reported everytime our phone was out I'd be contacting them every other day or more. The internet service is totally useless. Our internet upload speed is .31mbps. Our download speed is .90mbps. We never hit even 1 mbps. Its ridiculous. I've called about our service many times. Customer service is always rude and not helpful. Throughout the years I've been told things like there is no substation close to us or there are too many people on the internet at the same time. I had 2 children in college who needed the internet for homework and was told I needed 2 internet lines to improve my internet. I tried that for many years and paid for the 2 lines hoping it would work but it didn't. I got rid of one line and when I was still having issues I called yet again hoping they could do something to help. I was told to go to Hughes Net internet. I was told that Frontier owned our area and no other service like xfinity would come to our area. I don't feel any company should own an area. Frontier has not supplied us with the service we have been paying for all these years. I was told by Frontier that fiber optic internet would be available to us by April 2023. It's now December 2023 and still no fiber internet and not looking like it will be anytime soon. Frontier needs to be held responsible for their actions and poor service. I now have to try to afford Starlink in order to be able to use internet and to get rid of my phone line due to cost and horrible service. Frontier needs to be held accountable. Laurie Wilbur
laurielw67@gmail.com

I don't usually complain
But enough is enough

NOV 08 ~~Nov~~. 3 2023
129

OFFICE OF
CONSUMER ADVOCATE

To Whom it May Concern,

I am writing to say for the past at least 3 yrs. I have had really Bad service from Frontier. There has been times my phone will go out for a week or more, then it will get stuck in the line you can hear then other times it will not ring in the most it was out was 6 wks. at one time. My internet is really Bad. I pay 50.00 for high speed internet I get nothing or on, off on off all day. But my phone is very important to me I am 73 live in the Country, can't see a neighbor and when my phone isn't

Working I can't call out and
like I said the internet is
out I am just stuck.

My Dr. Care Hospitals has
called my children because
my phone is always going out
So yes I am filing a

complaint, against them, I do
call them and I have
my kids call them

they say they will send
some one for days but no
one shows up for days.

Thank you. I have missed
appointments because of this phone.

Leona Adams
1467 Covey Hill Rd.
New Albany Pa. 18833

570-363-2788

Email - leonaadams@gmail.com

131

Terena Adams
1467 Conroy Hill Rd, HARRISBURG PA 171
New Albany Pa. 18835 NOV 2023 PM 4 L



RECEIVED

NOV 08 2023

Advocate, Attn: Frontier

*Settlement,
555 Walnut St.
5th floor Place,
Harrisburg, Pa.*

17101-19239

17101-1923

From: [Lilly Gioia](#)
To: [FrontierSettlement](#)
Subject: PUBLIC COMMENT
Date: Wednesday, December 6, 2023 4:36:07 PM
Attachments: [Frontier Settlement complain.rtf](#)

Some people who received this message don't often get email from lilly.gioia@gmail.com. [Learn why this is important](#)

Dear Consumer Advocate:

Attached is my public comment related to the Settlement agreement under consideration with Frontier Communications. Other states in addition to Pennsylvania have been forced to impose accountability on this corporation with an astounding record of unreliable service. This comment contains an experience with Frontier in just the last few weeks. Every possible oversight enforcement to assure compliance should be imposed.

Thank you.

Lilly Gioia
6220 Farr Hollow Road
Forkston Township, PA 18629

6220 Farr Hollow Road
Forkston Township, PA 18629
6 December 2023

Office of the Consumer Advocate
Attn: Frontier Settlement
555 Walnut Street – 5th Floor
Forum Place
Harrisburg, PA 17101-1923

Dear Consumer Advocate:
RE: Public Comment

Dealing with Frontier Commonwealth telephone service has been an absolute nightmare. That is why I so appreciate the effort put forward to achieve some kind of accountability for the corporation's incredibly poor performance. Two years ago I had a trouble ticket to repair lost service for my landline 570-833-5542. The appointment was scheduled between 1PM and 5PM. When no one arrived by 3:30PM, I called to inquire when to expect the technician. At that point I was told that the appointment had been "CANCELLED." I had not cancelled it nor had I received any notification by text, email or phone message that it had been cancelled. This required an entirely new date and time to be arranged while I lost an entire afternoon waiting. When the technician eventually arrived, the problem was addressed. I find the main issue is not with the technician when they actually arrive, but with trying to COMMUNICATE with Frontier.

The purpose of this letter in advance of the Settlement, is to report there is NO improvement in attempting to contact Frontier when an error has been made. My router needed to be replaced since it lost any Wi-Fi connection to laptops. In arranging the appointment I gave my account number and the address above as the location in need of service. One week later a Frontier text message arrived on my cell phone verifying the date and time of the appointment, but containing a **WRONG SERVICE ADDRESS**. Immediately contacting Frontier's foreign Call Center, I notified the company to correct the address. They agreed. That took ONE HOUR on the phone to accomplish.

Several days later the next text confirmation arrives, still with the **WRONG ADDRESS**. A second call to correct the address was made = another hour on the phone. The date of the appointment (Friday, 12/1/23) came and went. No technician came most likely due to the erroneous address on the ticket.

Another call to India for a new appointment was necessary after my attempt to correct the address error using the Frontier Help Center online, failed. (See enclosure) For the next appointment on 12/5/23, I was assured the address mistake would be corrected. **IT WASN'T.**

2.

I subsequently received five more text messages confirming the date and time, but still with the **WRONG ADDRESS**. You can imagine my shock when a technician actually arrived at 6220 Farr Hollow Road yesterday and installed the new router. It only took FOUR HOURS on the phone talking to INDIA. In my opinion this settlement could take into account the inordinate amount of time a customer must spend on the phone trying to obtain service. Furthermore, I have a heart condition and our cell service in rural Wyoming County is very spotty. Calls drop all the time. I was glad to see that some provision in the settlement takes into account the importance of those with health issues.

Personally I find it disappointing and disheartening that the performance of Frontier Communications over many years, not just in Pennsylvania, but in Connecticut and New York State has been so abominable. A \$60 MILLION settlement in Connecticut in 2019 and actions by the New York State Attorney General for complete service collapses in Rochester show a pattern of corporate irresponsibility bordering on negligence. Has it been cheaper for Frontier to eventually pay multi-million settlements rather than make the required business investments necessary to provide reliable, dependable service?

Additionally, the checkered history of Frontier Corporation's business history is not encouraging since the emergence from bankruptcy in April 2020. CTInsider.com reported in April 2022 that after bankruptcy Frontier executives ended up with \$48.5 million in compensation. This was a bankruptcy that wiped out billions of dollars owed to creditors. CEO Jeffery's salary is reported to be the most of all Connecticut's publicly-traded company executives. It's only 384 times the median employees' pay for the fiscal year ending in 2022 according to the AFL/CIO. They total his annual income and stock options now at \$14,736,293. That sounds like a pretty good deal for providing some of the worst internet and telephone service that has NOT improved since bankruptcy. Surely such a CEO is not thinking much about the residents of rural Pennsylvania where essential service fails and where just attempting to obtain needed services becomes an excruciating ordeal.

Yours truly,

Lilly Gioia

Cc: PA Gov. J. Shapiro
Nick Jeffery CEO
Rep. Tina Pickett

From: [Lisa Doud](#)
To: [FrontierSettlement](#)
Subject: Comment on agreement
Date: Tuesday, December 5, 2023 6:15:39 PM

[Some people who received this message don't often get email from lissum05@ptd.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Lisa Doud
2702 Hills Creek Lake Rd
Wellsboro, PA 16901.

To whom it may concern,

We are no longer a Frontier Customer having dropped their service and replaced it with VOIP by way of Starlink during the time the agreement was being formulated. We did see a greater effort to make a successful repair after the hearings took place. I do not know if they ever fully resolved the problem with the local line.

Regarding the agreement: I think it could work. I am glad to see them being held accountable. It hopefully will provide enough incentive for them to give serious attention to repairing existing lines or replacing them with fiber optic thus maintaining a customer base and keeping themselves in business. Currently, folks in the area often Frontier customers only because they have no other option. The reality is that we are dealing with a company that has already gone through bankruptcy. That means that one possible drawback is that fines etc. will only be a nail in their coffin. Hopefully, at that time there would be a buyer to take their place. Will it happen? That probably depends on whether the lines have been upgraded to fiber optic.

I would like to see money made available from Bidens infrastructure plan or wherever, to assist Frontier or whoever may eventually own the lines to upgrade them to current fiber optic technology. Such a move would enable the company to meet advertising claims. It would likely also result in consistent service since they would not be forever repairing infrastructure that is often well over 50 yrs old. Both would likely result in a satisfied and happy customer base and keep the company in business. I also realize that this is out of the realm of enforcement. Perhaps a little push from an enforcement board could get things moving in a positive direction in the agency to that do handle this area.

Thanks,
Lisa Doud

From: [Lori Heatley](#)
To: [FrontierSettlement](#)
Subject: Comments Regarding Frontier Settlement
Date: Thursday, December 7, 2023 1:11:14 PM

[Some people who received this message don't often get email from heatlo00@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

I would like to provide additional feedback regarding the follow up by Frontier following the in-person hearing. Frontier Office of President was very prompt in following up with me. However, after speaking to numerous individuals, I was told there was nothing they could do for me, I live too far from town. Mind you, I live 2.4 miles from town. Therefore nothing has been done to improve my service. I continue to be impacted on a daily basis as I am a remote worker. Often times I have to disconnect from my WiFi and use my phones personal hotspot because the WiFi can't handle the operation I'm performing. When downloading anything, I have to disconnect all my other devices from the WiFi except my laptop in order for it to complete. Which is very slow at best. I'm not just complaining to complain, this is my job that is impacted, which impacts the quality of my work. Often times on video calls, I have to disconnect because I'm hung up from trying to open a document. A simple operation I should be able to perform!

Since there are no other providers that service my area, I am stuck with Frontier. I'd change in a heartbeat if I had a choice. Frontier has no qualms about increasing my bill, yet they aren't willing to improve the service.

Sent from my iPhone

From: [Louis Aiello](#)
To: [FrontierSettlement](#)
Cc: clintowlett@pahousenews.com
Subject: Frontier settlement response
Date: Monday, December 11, 2023 5:18:10 PM

Some people who received this message don't often get email from louie.aiello@gmail.com. [Learn why this is important](#)

I do not agree with the settlement. I was a customer of frontier communications for years. The Internet service was so bad I did not receive service for weeks and a tech to service the area was so busy scheduling an appointment for after 10+ days was common. The company only had one service tech to cover Tioga and Bradford counties. At least once or twice a month I would lose Internet service. I constantly called frontier to fix the problem, it got to the point where I was directed to VP of customer affairs. Each time I asked for a discount for services not provided, I would receive a nominal credit, which did not cover the amount of service list. I paid a lot of money for service I did not receive. The service from frontier was so bad, I was without Internet for over three weeks. At one point a customer service agent told me "the problem was the wires in my house are crossed", given two weeks prior I had there technician at my residence to change a modem. Everytime a technician came over it most likely was for a modem change. My residence is 50 yards from a frontier hub. This settlement offer does very little to hold frontier accountable for past and current business practices where they benefited on not providing services they agreed to. This settlement only benefits frontier in future business practices. I do not agree to this settlement proposal because it does not cover former customer complaints. This settlement in my opinion is unacceptable.

Louis Aiello Jr.

Marshall, Ryan F.

From: Lynn Bristol <nettie7224@gmail.com>
Sent: Wednesday, November 15, 2023 3:55 PM
To: FrontierSettlement
Subject: Frontier internet & phone service.

Some people who received this message don't often get email from nettie7224@gmail.com. [Learn why this is important](#)

I am writing to comment on the service's of Frontier.

Our internet is always out, but yet we pay to have it. Finally after complaining, calling them several times, they sent some out to check our internet on a Sunday at that. The man showed up, handed us a box of wire & pretty much told us to fix it ourselves. Our internet is still always out more than working. But it was the only option we had, so we had to deal with it. Finally Tri-county offered us internet service through the Tri-Co, the 21st of November can't come quickly enough so we can get rid of the horrible internet from Frontier!!!

As far as the phone service goes, my 78 year old mother's phone was out for 10 days, that's 10 days she couldn't contact me if anything should happen to her. They told her she had to have an Appointment, I called them & said she is an elderly woman that has to have her phone, they still would not fix it earlier.

As far as Frontier goes they are the worst!!!

Marshall, Ryan F.

From: Marcia Lee Harding <mlee1958@icloud.com>
Sent: Tuesday, October 31, 2023 9:36 AM
To: FrontierSettlement
Subject: Poor service

[Some people who received this message don't often get email from mlee1958@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hello! I am a current Frontier customer (home phone only) and was subscribed to their high speed internet for over 20+ years! The service and quality of high speed internet was the absolute worse. I received a letter once stating they knew the internet was of poor quality so I had to decide whether or not I want to pay for it which was easier said than done because it was the only Internet available in my area. Finally this summer I cancelled Frontier Internet, and went with Star Link! Shame on Frontier for scamming thousands of people for many years! Thank you! Marcia L. Harding 1411 Mack Road, Mansfield, Pa. 16933 phone: 570-659-5674

Enjoy your day!! 🌻

NOV 13 2023

OFFICE OF
CONSUMER ADVOCATE

I wish to add my concerns regarding service from Frontier.

I have been a customer for many years, both land line phone and Wi-Fi.

Their service in the "long ago" era was very good, reliable, and if there came a time I needed repair, never a problem. Down time was pretty non-existent unless circumstances were dire such as storms.

Eventually I began to have more and more down time not only on my phone but Wi-Fi. Every week would see service interrupted, sometimes for hours, more so days. Calls were fielded to service number, which never resulted in any changes.

In this area we have had a problem (major) with falling trees. They lay on the lines for months at a time before Frontier comes and removes them.

Because we do not have reliable cell service in this area, and my husband was suffering from a terminal illness, it became a serious concern that I would not be able to make contact if I needed help for him.

Several times I have had calls into service and appointments were set up and they would be no show. Most recently I was supposed to have service person on site to look at the lines. Problem has come up when land line is in use, WI-FI is disconnected. Again no show, no call, no follow up I didn't bother contacting them again.

The billing is ridiculous. I have enclosed a cc of my bill. Seriously does anyone have a party line now I am billed for one line. The added fees, surcharges, line charges seem to be just one way

to get more money.

Thank You for your time and
concern in this matter.

Marlene Benjamin
5100 French Asylum Rd.
Towanda, PA 18848

Email MAB.47@FRONTIER.COM
Phone 570-265-8210

570-265-8210-060971-3

Oct 21, 2023

PIN:
6774

Billing Period:
Oct 21 - Nov 20, 2023

My Premium Tech Pro has you covered with unlimited remote tech support from U.S.-based experts for help with your devices, hardware, home network, and all your apps. We'll keep you connected for just \$10/mo. To learn more, visit frontier.com/secure

Bundle

Monthly Charges

10/21-11/20	Broadband Max	\$61.98
	Residence-1 Party Flat Rate	\$20.75
	Primary Federal Subscriber Line Charge	\$6.50
	Carrier Cost Recovery Surcharge	\$5.99
	Frontier Simple Rate	\$5.49
	Access Recovery Charge	\$1.02
Bundle Total		\$101.73

One-Time Charges

	Frontier Cam of America	\$0.40
One-Time Charges Total		\$0.40

Taxes and Fees

	FCA Long Distance - Federal USF Surcharge	\$3.96
	Federal USF Recovery Charge	\$0.35
	Federal Excise Tax	\$0.86
	Federal Taxes	\$7.50
	PA State P11 Surcharge	\$0.25
	PA State Gross Receipts Tax Surcharge	\$1.01
	PA State Telecom Sales Tax	\$0.99
	State Taxes	\$3.65
Taxes and Fees Total		\$11.20

Total current month charges \$113.33

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$42.77 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

Beginning October 1, 2023, the Federal USF Recovery Charge and the Frontier Long Distance Federal USF Surcharge are increasing from 29.2% to 34.5% of the taxable interstate and international support the Universal Service Fund, which keeps local phone service affordable for all Americans by providing discounts on services to schools, libraries, and people living in rural and high-cost areas. Visit frontier.com/regulatory-changes

Bill 10/21/23

Get answers, including how-to videos.

Visit frontier.com or call 570-265-8210



Martene Benjamin
5100 French Asylum Rd.
Towanda, PA 18848-7805

HARRISBURG PA 171

8 NOV 2023 PM 2 1



RECEIVED

NOV 13 2023

OFFICE OF
CONSUMER ADVOCATE

Office of Consumer Advocate
Othni: frontier settlement
555 Walnut Street, 5th floor
Forum Place
Harrisburg, PA 17101

17101-192399



Marshall, Ryan F.

From: mlkinney <mlkinney@ptd.net>
Sent: Tuesday, October 31, 2023 9:26 PM
To: FrontierSettlement
Subject: Consumer Complaint - MKinney

Some people who received this message don't often get email from mlkinney@ptd.net. [Learn why this is important](#)

To Whom It May Concern,

I am writing you today to voice my opinion in the case against Frontier Communications. I was an account holder for more than 20 years and finally after paying an exorbitant rate per month for a service labeled "high-speed" that was as slow as a dial up connection, and after calling multiple times to try and negotiate the bill due to it not working 25-35% of the time finally discontinued the service all together. Their customer service is less than par! When paying \$200 a month for service on a fixed income there is no way that I could justify the expense. Their service has gone steadily downhill from the onset of taking over from Commonwealth telephone. I hope that something can be done for those that have been taken advantage of over the years and those that are stuck with their service because it is the only one available in their area.

Sincerely,
Melvin Kinney

Sent from my Verizon, Samsung Galaxy smartphone

Marshall, Ryan F.

From: Mike & Sara DiParlo <mdiparlo@gmail.com>
Sent: Thursday, November 2, 2023 8:22 PM
To: FrontierSettlement
Subject: Public comment

Some people who received this message don't often get email from mdiparlo@gmail.com. [Learn why this is important](#)

My name is Michael DiParlo, I've been a Frontier internet customer for quite some time now. During this time I've endured countless service outages whether for just a few hours or up to 5 days at a time. When it is rainy or windy outside, my internet goes out, there have been attempts to rectify this on my property but it still happens regularly. Things like this are very frustrating due to the fact that cellular service is nonexistent at the house and we rely solely on the wifi to make calls. Also I feel that the price I pay for the internet service is extremely high for the speed, or lack thereof that is present. If there were any other providers in the area I would surely look into switching. However I do not have that luxury and am stuck with a poor provider with poor infrastructure.

Marshall, Ryan F.

From: Michael Hstand <mrhstand@gmail.com>
Sent: Wednesday, November 15, 2023 10:11 AM
To: FrontierSettlement
Subject: Tioga County, PA

Some people who received this message don't often get email from mrhstand@gmail.com. [Learn why this is important](#)

Greetings!

Thank you for your attention to this matter. The issues with Frontier are systemic and ongoing for years. I am not confident that the settlement will accomplish much in terms of the daily service they are providing, in particular, their actual ability to provide internet services as advertised.

Here in Middlebury Center, Tioga County, PA. Frontier internet speeds are pathetic. On a daily basis customers here are incapable of loading pages at all, or it takes many minutes for a page to load. Often, pages that are more data intensive simply will not load at all-- yet they will not credit bills for extremely slow (and unusable internet speeds). Where I live I am at the end of the line for Frontier and for my electricity services. This makes it particularly difficult with their current infrastructure to get the speeds at the *end of the line* whether other customers are using the service or not. They simply cannot deliver with the wires they have and they flat out refuse to upgrade-- or provide monthly credits to the bill, in my area because there are so few customers here. The injustice is obvious:

1. I have no other affordable options for internet services in my location.
2. Frontier cannot deliver "fast" speeds as they promised in our contract.
3. It takes weeks to get a technician to resolve outages.
4. My Verizon cell service is reliant on Frontier internet to work, but I am unlikely to benefit from this settlement because I don't have phone service with Frontier.
5. Phone calls are dropped constantly because of Frontier's inability to provide effective service here.
6. I cannot use my cell phone and navigate the internet at the same time without losing the phone call or the internet locking up.
 - o This creates problems when attempting to solve online issues with work, internet companies, investment companies or even Frontier themselves.
7. Frontier admits they cannot deliver advertised speeds and only offer customers to cancel the contract without penalty rather than credit the account monthly. Canceling is not an option for many here in Tioga County because there are no other service options.
8. It is absurd that Frontier can initiate any rate increases while *at the same time* continuously failing to provide service as promised.

In my opinion, the settlement should include an agreement to credits or refunds for customers on a monthly basis to account for lack of contractually promised bandwidth. The settlement should also require infrastructure upgrades in the worst areas first.

If you are interested on contacting me to discuss this, my contact information is here:

Michael R. Hstand
57 Johnson Road

Middlebury Center, PA 16935-9588
267-229-3815

Regards,
Michael R. Hestand

Marshall, Ryan F.

From: Michael Hstand <mrhstand@gmail.com>
Sent: Wednesday, November 15, 2023 10:26 AM
To: FrontierSettlement
Subject: Tioga County II

Some people who received this message don't often get email from mrhstand@gmail.com. [Learn why this is important](#)

After having read the settlement agreement, it does not appear to significantly help those in rural areas. Despite the settlement agreement, Frontier will not upgrade my area and will not refund money for continuous failed service; and are free to increase their rates in 2025 even while not delivering service.

How is this possible?

Thanks!
Michael R Hstand
Tioga County, PA

Marshall, Ryan F.

From: Michael Rayias <rayias@yahoo.com>
Sent: Tuesday, October 31, 2023 6:28 PM
To: FrontierSettlement
Subject: Frontier complaints

[Some people who received this message don't often get email from rayias@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

We have had this internet service since the internet was offered to home owners.

The issues we have are the internet shuts off and we have to continually power the Wi-Fi off and back on. Most of the time that works. If it's raining outside this works about 50% of the time. Calling their tech support is not much help. They tell you to turn off the Wi-Fi and turn it back on after waiting one minute. When the Wi-Fi goes out, my security system does not work.

Our telephone service is good.

Michael Rayias
580 Wilber Rd
Hop Bottom, Pa
(Rayias@epix.net)

Sent from my iPad

Marshall, Ryan F.

From: Michele Hull <michelehull9744@gmail.com>
Sent: Wednesday, November 1, 2023 1:27 AM
To: FrontierSettlement
Subject: Phone and internet issues

Some people who received this message don't often get email from michelehull9744@gmail.com. [Learn why this is important](#)

My name is michele hull i own the millview mountain, llc..a small motel on 87 in Forksville,pa. I have had off amd on issues with internet dropping and buffering for years now. And my phone will sometime have a clicking sound when using it. Once it starts clicking i know i am going to drop the call. Currently it seems to be fine but the last 2 open tickets i did have both had atleast a 3 or more no shows for a service tech. No call to say they were not coming and when i called customer service they were anything but accommodating. Its horrible when not only do i work from home but occassionally i have guest here that also need to do work. I hope this input helps in some way to get these services improved soon.

Michele Hull
Owner of Millview Mountain,llc
570 924 4768

Marshall, Ryan F.

From: Mike Bonk <lakewoodblds@gmail.com>
Sent: Tuesday, October 31, 2023 12:44 PM
To: FrontierSettlement
Subject: Frontier Issues...

Some people who received this message don't often get email from lakewoodblds@gmail.com. [Learn why this is important](#)

I am presenting this experience to the Commission regarding the professionalism and conduct that our association with Frontier Communications and their corporate representatives have encountered over a period of years..these experiences are clearly documented and are on file with us at our current location.

In brief we operate a small niche construction and service company in Tioga County, Pa...Wellsboro, the service we used for over 35 years was our land line(s), e-mails, internet service, Wi-Fi, yellow pages advertising, and fax..after multiple filings with the FCC over several years generated dialog with the corporate representative in the Florida, but every agreement that was engaged was promptly breached only one month later..we finally decided to terminate our service as result of these complaints and issues..our principal issues were billing and service interruptions...we only contacted their representatives thru email or in direct document thru the postal service. As stated above all these contacts were recorded in document form and retained..

In general the interactions were civil and professional with the office of the president, however they did not convey much if any information to the billing/ receivables department...there in lies the conflict..this became unresolvable and we could not nor would not continue the service..

Our neighbors in any direction dropped the service as well due to a host of issues/ reasons. Most of these neighbors are passive in nature and will basically take it as they have little resources and capacities to pursue alternate solutions or services...

The only option(s) we in rural northern Pa and for that matter the balance of Pa is to know that the Commission provide oversight, protections, and OPTIONS for service that is affordable, reliable, and uninterrupted.

With cell service being spotty and Verison selling off towers and vendors limited interested in this region we have limitations that are not encountered elsewhere, but we are still citizens of the commonwealth and should be protected as all other regions...

I/we feel that Frontier should be removed from the option and the land line opportunity be extended to alternate providers..

Thank you for the feedback opportunity and should you wish further info please feel free to contact us at the above email.

From: [Nichole Buck](#)
To: [FrontierSettlement](#)
Subject: Frontier
Date: Tuesday, December 5, 2023 3:39:39 PM

Some people who received this message don't often get email from nicholebucknmb@gmail.com. [Learn why this is important](#)

Hello as a customer of Frontier since 2011 I have had numerous outages and broken lines. I pay for internet but do not use it due to it being unreliable. I have to be on call so I need a reliable internet connection so have to pay for a satellite service at 3 times the cost. I am often told I have to wait a week to get any repairs done. I also have had three outages since this whole thing began and was told I would get a credit on my next two billing cycles and I still have not seen that.

As for the settlement I agree with it and feel it is long overdue to hold Frontier accountable for continuing to bill people for poor service and outdated equipment. I hope you will move forward with this settlement and make Frontier prove they can be a viable telecommunications provider in this area

Nichole Buck
resident of Covington PA Tioga County

Marshall, Ryan F.

From: Nicole Ives <ivesranchandwoodworking@gmail.com>
Sent: Tuesday, October 31, 2023 2:40 PM
To: FrontierSettlement

Some people who received this message don't often get email from ivesranchandwoodworking@gmail.com. [Learn why this is important](#)

I believe this settlement should most certainly take place. I live just north of Meshoppen. Frontier is my only option. And unfortunately they know this. Just in the past 6 months I have gone almost 3 months with either no service or service so slow we can not stream or load the internet to web search. When calling to schedule appointments they say we had to wait 3 weeks minimum. The longest was just shy of a month to get someone to come out. In that time frame they charged us. Which I refused to pay for services I did not have. So they charged me a disconnection fee. I had to of course make all payments. Because what option do I have. They did credit the account for days without service after the fact but still had to pay the disconnection charges even though I did not have service at the time. Frontier needs to be held accountable. I understand I live in any area with no other options. But we should be able to have reliable services that we count on if we are paying for those services

Marshall, Ryan F.

From: chevy71@epix.net
Sent: Friday, November 3, 2023 3:59 PM
To: FrontierSettlement
Subject: frontier

Some people who received this message don't often get email from chevy71@epix.net. [Learn why this is important](#)

My internet is so slow you cant even do anything with it. It just sits and buffers. I pay 59.99 just for internet and get nothing in return. Its about time someone makes them accountable. Several times I waited all day for them to come fix our phone and they never showed. i have better things to do besides sit home for them to show and they never show up.

Marshall, Ryan F.

From: eminer403 <eminer403@gmail.com>
Sent: Tuesday, October 31, 2023 3:53 PM
To: FrontierSettlement
Subject: Long wait for service

Some people who received this message don't often get email from eminer403@gmail.com. [Learn why this is important](#)

On August 18th my internet was down. I called and talked with an individual that tried to get me back online. I was told the earliest service I could receive was Oct 15th. I told the individual that I had a red light on my modem and I thought that was the problem. He said the service technician would check that out on the 15th. I tried again on the following Monday and was told they could bump my service date up to Sept 11th. I expressed my dissatisfaction and told the person, "if I can't get service until September 11th, I will probably have a different service. I contacted Blue Ridge Cable and in two days was online with internet and TV working. The phone line was connected a little over a week later.

Marshall, Ryan F.

From: 4ths <themillpond@icloud.com>
Sent: Thursday, November 2, 2023 2:14 PM
To: FrontierSettlement
Subject: Customer comment on the "PLAN"

Some people who received this message don't often get email from themillpond@icloud.com. [Learn why this is important](#)

1.
There appears to be no penalty to Frontier for not meeting the FCC rules over many years for not providing the DSL service at the baud rate they advertised and for the failure to respond to and fix the numerous and long duration outages without some level of customer compensation. A fine should be levied commensurate with the failures of service that have persisted for years.
2.
There is no outside monitoring of performance....all is self-reporting by Frontier, no accountability to customers for failure to do what they committed to in the plan via the governing body of the PUC. Frontiers track record does not support accurate self-reporting. Perhaps once they put the system in good working order they could self- report from then on.
3.
By this plan we still end up with a system installed in the 1950's on copper wire and thus no improvement in phone and internet systems. Their DSL never worked at a rate above 2-3 MBPS max. No part of the plan requires improvement in the local system used to deliver service to the customer, only to keep fixing the broken and outdated existing one. This insures Frontier will not have to spend capital on improving their old and failing hardware, only to keep repairing. The plan does not include any documentation by Frontier of what the capital expenditures will consist of or be targeted towards. Primary focus should be on installing fiber optic broadband. There is no requirement to provide broadband at a reasonable baud rate (above 100MBPS) to any customer. All the plans focus is on wire line telephone and the only broadband plan section notation is they will pay fines for poor service.
4.
The plan for ongoing accountability via the PUC will likely fail. If the PUC was supporting the customer base as is their mission, they would have initiated the entire investigation instead of the local legislators having to attend to it. Further, it would have been done many years earlier as the problems detailed by customer documentation is not a new development. Their failure to do their job proactively in protecting customers from Frontier's abhorrent performance portends their allegiance to Frontier rather than the customer base of the residents of the 4 county area of Pennsylvania.

Thank You. Dick

Marshall, Ryan F.

From: Patricia Lepley <lepleyfarm@icloud.com>
Sent: Wednesday, November 29, 2023 12:16 PM
To: FrontierSettlement
Subject: Settlement

[Some people who received this message don't often get email from lepleyfarm@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

To whom it may concern,

I agree something needs to be done and soon. The first outrage of the phone resulted in my husband being admitted to a nursing home because we couldn't contact the ambulance in enough time due to the phone being out.

They have poor response time for service.

Once again on this date my phone has been out for two weeks. I only had two days service after it was supposedly fixed.

I appreciate the attention you are giving to this situation and pray for a fast and effective resolution.

Sincerely,

Patricia A. Lepley

Sent from my iPhone

From: [Pat Smith \[PANS\]](#)
To: [FrontierSettlement](#); [PatSmith](#)
Subject: Frontier Settlement
Date: Thursday, December 7, 2023 3:24:13 PM
Attachments: [FRONTIER - 7 Dec. 2023.xlsx](#)

Some people who received this message don't often get email from rmspas@epix.net. [Learn why this is important](#)

Please read the attachment about my complaint about your Frontier service.

Patricia A. Smith
52 Ashley Hill Crossover Road
Mansfield, PA 16933
570-662-2882

FRONTIER Settlement					
	No Phone	Busy Signal	No Emial Transfer	No Internet	
			POP server not functioning		
Patricia A. Smith - 52 Ashley Hill Crossover Road, Mansfield, PA					
570-662-2882					
9-Sep	x				
10-Sep	x				
25-Sep	x				
26-Sep	x				
29-Sep		x			
30-Sep		x			
1-Oct		x			
2-Oct		x			
3-Oct		x			
6-Oct			x		
7-Oct			x		
8-Oct			x		
9-Oct			x		
10-Oct			x		
14-Oct			x		
18-Oct			x		
21-Oct			x		
Frontier granted me \$54.00 credit for these issues. This was after many complaints to Frontier and Rep. Clint Owlett's office.					
4-Nov				All day	
9-Nov				All day	
4-Dec				1 hour	
5-Dec				1 hour	
I am a Senoir citizen and I depend on my land line since cell service is iffy or non-existent.					
There is no other phone service in the area so I cannot switch.					
Most of the days that I have problems it has rained. I think that the equipment is antiquated.					
It would be nice to be able to depend on the service and not experience on-going problems.					
I have connected with a Frontier representative who has been very helpful.					
Thank you, Patricia A. Smith					

From: [Rachel Bresett](#)
To: [FrontierSettlement](#)
Subject: Settlement comments
Date: Sunday, December 3, 2023 7:04:05 AM

Some people who received this message don't often get email from rmbresett@gmail.com. [Learn why this is important](#)

To whom it may concern,

I am a long time resident in Litchfield Township, Bradford County, PA and a customer of Frontier for the entire time. My household has had to suffer through an array of problems with our Frontier services. Some of the problems include static during phone calls to the point we can't hear the other party, intermittent landline outages, intermittent internet (DSL) outages, and slow internet speeds as low as 0.2 Mbps on download to just as low on upload. Very few times have I gotten Frontier to agree to a credit on my bill because Frontier will not adjust the bill unless service is completely out. We've had to deal with hardly any service or be completely without service for weeks sometimes a month at a time before techs would come out to fix my service, just to have to turn around and call in a new problem ticket for the same problem a week later sometimes as soon as 24 hours later. Frontier has even randomly cancelled my tech appointment without fixing the problem and without any notification and blamed it on a glitch in the system. I've had to call and open problem tickets a second time for the same issue. My residence sits at the very end of one of Frontier's lines. I've been told by their technicians that what we get is the best it will ever be, yet their customer service and managers tell us fiber optics are coming to the area. I've heard this same story for over 10 years and all we've gotten is worsening service on decrepit lines and pedestals.

In regards to the settlement, I do appreciate, as well as in favor of, what has been laid out as far as Frontier actually being held accountable for the services they are supposed to supply and the monetary refund to customers. I also thank those who have worked hard to bring this about and Frontier's down right fraudulence to light. However, I do not feel the refund sufficiently covers the amount of money customers like myself have been billed for extremely poor services over the years. The last 5+ years have been a rapid decline in Frontier's services.

Thank you for your time,
Rachel Bresett
1097 Aumick Road
Sayre, PA 18840

11-19-2023

To Whom it may concern,

INCLUDED ARE COPIES of our
COMPLAINTS we have made over the
YEARS concerning Frontier.

WE ARE Writing AS a
Suggestion from REPRESENTATIVE
Client outlets to ADDRESS this
situation.

WE HAVE basically given up
with our Complaints because ~~we~~ nothing ever
gets Resolved.

WE Canceled our Land Line but
unfortunately could not CANCEL internet
because it is all WE CAN get out here.
WE still lose internet daily OFF + ON, NOT
for long times, but if you ARE in the
middle of something it can be a problem.

Anything you CAN do would
be very much APPRECIATED.

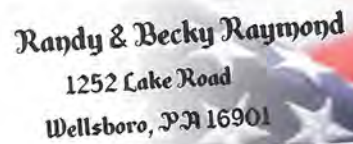
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OFFICE OF
CONSUMER ADVOCATE


Thank-You

Randy Raymond
Becky Raymond



Randy & Becky Raymond
1252 Lake Road
Wellsboro, PA 16901

randy raymond



My wife and I have contacted the Better Business Bureau twice about Frontier and have not gotten any satisfaction. We were then told to make a complaint to the Public Utilities Commission and we did. Again, nothing was accomplished. So we were then told to make a complaint to you The FCC. Here is where we stand. We have made so many complaints over the years that we feel no one is taking us seriously anymore. After our first complaint to the BBB we were given the phone number of the gentleman who was to be our contact for any further problems. His number is no longer in service. If you were paying rent and there was a problem you stop paying rent until it is fixed. The BBB said we didn't have to pay the bill until we had proper service. When we told this to Frontier they said if you don't pay the bill we will just shut you off. We don't even bother to call anymore. Our daughter who lives next door has the same problem. It is the whole neighborhood out here not just us. The last time our daughter called she was flat out told there was no reason to send a service man out. They are aware of the problem and at this time will not be doing any upgrades or work to the lines out here. This is our ONLY choice for internet. We do not understand how they can promise 3mb and we are lucky most days if we get 1mb but we still are paying for 3mb. All we are asking is to get what we are promised. We don't understand how this BIG COMPANY can get away with such "we don't really care as long as you pay" attitude. We are not expecting miracles. Probably nothing will be done but we just felt we needed to try one more time. Anything you can do would be greatly appreciated.

— — —

164
Randy & Becky Raymond

1252 Lake Road
Wellsboro, PA 16901



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

Date: 4/26/2017

Case #3519179

Randy Raymond
1252 Lake Road
Wellsboro PA 16901

Dear Randy Raymond:

The Public Utility Commission received a letter from you regarding your utility service with Frontier Communications (LEC). Based on the information contained in that letter, the Bureau of Consumer Services (BCS) has opened an informal complaint. Staff will investigate the dispute that you outlined in your recent letter.

We have notified Frontier Communications (LEC) of your dispute. In addition, we have requested that the company investigate your dispute and send the PUC a report containing pertinent information about your account. When the company response is received, the investigator assigned to your complaint will review all of the information and then contact you to discuss the matter.

While your complaint is active with the PUC, you are not required to pay the disputed portion of your utility bill until you receive a decision from the PUC. However, you are responsible to pay all charges that are not in dispute, and pay all current charges by your billing due date. Failure to pay current non disputed charges may result in the termination of your utility service.

Sometimes the information we gather while investigating a complaint may be useful in a PUC formal investigation or in a legal action by the Attorney General's office. Prior to using any information, PUC staff would verify with you that you agree to the use of any information obtained in these type investigations.

If you need to contact our office, please call 1-800-692-7380. Please reference the case number listed above. Thank you for contacting the PUC.

Sincerely,

Bureau of Consumer Services



Randy & Becky Raymond
1252 Lake Road
Wellsboro, PA 16901

April 2, 2018

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Randy Raymond
1252 Lake Rd
Wellsboro, PA 16901

Complaint No.: 2296046
Received: March 15, 2018

Dear Federal Communications Commission:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

- Mr. Raymond advises that he has been experiencing intermittent speed and connectivity issues with his Internet service from Frontier.

Frontier has investigated the above statements and offers the following response:

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and Wi-Fi network interference. Customer speeds may vary over time.
- Frontier has investigated Mr. Raymond's account and has determined that Mr. Raymond resides in an area with a surplus of Internet users that could be affecting Internet service speeds.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in Mr. Raymond's area at this time.
- Frontier spoke to Mr. Raymond, on March 28, 2018, and explained the above information.

If Mr. Raymond has any additional questions, please contact the undersigned.

We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Tami Lee
1-844-320-4445 Ext 1122543

cc: Randy Raymond



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OFFICE OF
CONSUMER ADVOCATE

Office of Consumer Advocate
ATTN: FRONTIER SETTLEMENT
555 Walnut St, 5th Floor
Forum Place,
Harrisburg, Pa 17101-1923

17101-19239



Marshall, Ryan F.

From: Rebeccah Richner <rrichner@gmail.com>
Sent: Tuesday, October 31, 2023 1:48 PM
To: FrontierSettlement

[Some people who received this message don't often get email from rrichner@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

It is nice to see they are trying. I called and complained and I received a letter saying I have the best internet they provide and if I cancelled my service it was a good luck with that.

During covid school closers my kids could not attend class at the same time so at some points in the day my kids would miss classes. I am also a teacher and I had to drive to school to use their internet so my kids could do school. This left them home alone trying to do school on their own. I have a child with autism and who receives learning support and speech services. Online school was extremely frustrating for him.

We continue to have internet issues. We would love to stream tv but it just buffers. I have a treadmill with iFIT and I receive poor internet connection all the time.

REBECCA

Sent from my iPhone

Marshall, Ryan F.

From: greenladybug@frontiernet.net
Sent: Tuesday, October 31, 2023 1:41 PM
To: FrontierSettlement
Subject: Susquehanna co and Wyoming Co Pa

Some people who received this message don't often get email from greenladybug@frontiernet.net. [Learn why this is important](#)

Dear Advocate,

I saw your proposed settlement in the news and I was compelled to contact you. We own 3 houses in Susquehanna and Wyoming County. The first house my mom has had for over 17 years of frontier. Through the year she had good and bad service. When her internet was Epix it was awesome service and then frontier moved in. She would go times of no phone or internet for days or weeks. Recently her service has been pretty good.

Well 2 years ago we bought the house next to hers. For starters the owner cancelled the service instead of transferring service. Over two years I have been trying to get internet service, I was able to get phone and dish. I call and frontier told me to call back every few months I might be able to get it. The house next to ours sold so I called again, hoping there was a "slot" on the line. I had been told there are only so many "slots". Our sub station is over 6 miles from the box. Tech told us the person before us had poor quality service. I mad another one of my regular calls to frontier. Well, this time they told me I will never get internet with them. They dis continued the program that my mom has. I said how can that be frontier is promising to help rural houses get internet. I just got a plain no. Instead, I was told you should try viastat, it may work. My neighbor has huesnet it doesn't work, I called blue ridge cable, they go on the street down from us but won't go to us. Viastat is hundreds of dollars a month I don't have and may not work, also you need cell service, which we don't have. **So, I go back to why can't I have frontier internet? The wires are already attached to my house, oh they don't want to provide me service!**

I have another house and have had frontier for over 15 yrs. All we have done with that house is fought with our phone and internet service. When it rains, I have phone but not internet. And when it is windy vice versa. Our line is over 5 miles from the box. Neighbors move in and out and can't get service, waiting on "slots". I could write a book on how crapy of the service I have had over the years. **However, covid takes the cake. Picture home schooling with 8 kids plus work with service that is so bad u have to wait for no wind or rain, hope no one has a down load and can only run one kid thru classes at a time.**

The reminder of how bad frontier is every day in our faces. Frontier is running fiber optics on SR 6 and SR 29 within a ¼ mile of my houses but won't bring it to our house because it is not on the plans. The people on those roads already have blue ridge or septum cable with the best service possible.

Thank you for listening!
 Richelle Stapleton
 570 656-3682

Marshall, Ryan F.

From: Marirose Albanese <thealbaneses@comcast.net>
Sent: Thursday, November 9, 2023 11:59 AM
To: FrontierSettlement
Subject: Outages

[Some people who received this message don't often get email from thealbaneses@comcast.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

We have a house in Forkston Township, Wyoming County, Pennsylvania. We have had internet with Frontier for about 10 years. We, along with many of our neighbors, are at the end of their infrastructure and get subpar service for the cost. They have told us repeatedly that they are not going to upgrade the system to deliver reliable service. We have limited copper infrastructure available. Our service is down just as much as it is up. We have never been compensated with a credit for down service. We pay over \$60/month and get barely 3meg.

Thank you for your time.
Rick and Marirose Albanese
Sent from my iPhone

Marshall, Ryan F.

From: Robert Harvey <rcharvey55@gmail.com>
Sent: Thursday, November 9, 2023 8:18 AM
To: FrontierSettlement
Subject: Comment on the Proposed Settlement

Some people who received this message don't often get email from rcharvey55@gmail.com. [Learn why this is important](#)

Hello,

My wife and I have numerous Frontier cable pedestals on our property (our house is about a quarter mile up from the road) that need maintenance and/or upgrades. We are glad to see this point addressed in the agreement. One pedestal is almost falling over and is being held up by a tree sapling. One pedestal is about a foot above the ground and the cables exposed. This one has had numerous rodent problems that technicians over the years have had to repair. However, the pedestals themselves are never fixed and we have lived here 20 years.

Also, over the years we have had the internet drop out and during a recent trip by a technician that restored the internet we told him that recently when the phone rang it would disconnect the internet. That still has not been addressed. Not sure how this fits in under the settlement but overall we think the agreement is good.

Yours truly,

Bob and Deb Harvey

570-744-1481

Marshall, Ryan F.

From: Robert Ross <rmross4@gmail.com>
Sent: Sunday, November 12, 2023 2:15 PM
To: FrontierSettlement
Subject: Comments on Proposed Settlement with Frontier Commonwealth

Some people who received this message don't often get email from rmross4@gmail.com. [Learn why this is important](#)

The principal complaint I have with Frontier service to my home is the wait time for telephone and/or internet service. Before Frontier's acquisition of Commonwealth Telephone Company wait times were typically 2-3 days to fix the service. In the past 2 years wait times I've experienced have jumped to 10 days to 2 weeks! This is entirely too long. I see no mention of or changes to this important issue with Frontier in the proposed settlement. Get this reduced to a reasonable wait time! Also there is no comparison in the proposal of how the the effort or money spent compares to what Frontier spent last year over the same time period. Without such a comparison there is no way to know if significant changes will be forthcoming.

Robert M. Ross
146 Cattail Lane
Wellsboro, PA 16901
570-376-5394

Marshall, Ryan F.

From: Roberta Hamblin <jcfom7@gmail.com>
Sent: Saturday, November 4, 2023 7:34 AM
To: FrontierSettlement

Some people who received this message don't often get email from jcfom7@gmail.com. [Learn why this is important](#)

I have been a customer of Frontier for many years. My internet and home phone which I need for work. My bill for basic service and very poor service started out at around \$64.00 per month. Over the past several years, and many phone calls. The service is not any better and my bill is now \$121.00 a month. They had a technician show up who was from California, in a truck with a Vermont license plate, unannounced... Said he needed in my house, my basement, and said he couldn't find the problem. So I suggested that he run a new line right from the box outside tio room attached to it. So that's what he did. Frontier knew/ know that we needed them because of the lack of service in our region. So they took/ take advantage of that fact. I am glad someone is finally standing up to them and wish to file my own suit against them.

Roberta Hamblin
Mansfield pa

Marshall, Ryan F.

From: nice1978@frontier.com
Sent: Saturday, November 11, 2023 1:19 PM
To: FrontierSettlement
Cc: Owlett, Clint
Subject: Frontier Settlement Proposal

Some people who received this message don't often get email from nice1978@frontier.com. [Learn why this is important](#)

To whom It May Concern,

I was one of many people that filed complaints against Frontier. After reading the proposal, I am hopeful that there will be changes and improvements in the coming months. I have already noticed an improvement on billing website with easier to navigate and better explanation of charges. I feel that we need to give Frontier a chance to make the proposed upgrades and to take accountability for poor customer service, as well as reimbursement to the consumer of lost service days.

My husband and I have no choice but to have Frontier where we live as that is the only provider we can choose from. We have to have a landline as we have poor cell service and Frontier is our only option or we would have switched to satellite years ago. It is frustrating when we are paying upwards now of \$130 for internet and phone (which we hardly ever use) and we have extreme poor internet. We have to make sure our phones are not connected, or our tablets, when I am going online to pay bills for instance. It should not be this way when we are paying for broadband service. We are on a "waiting list" for another carrier when they will possibly be upgrading and installing in our area. But, that said, I would like to stay with Frontier, if they can improve their business. In my initial complaint, I also commented on the issues we have where I work, and I was glad to see they those issues are mentioned in the proposal as well. Thankfully, at work we have another internet provider and only have Frontier for our telephones.

We cannot promise to stay with Frontier if things don't improve, or if another company were to become accessible in our area. However, we are willing to give them a chance based on reading this proposal.

Sincerely,

Robin Nice
48 Wolf Run Rd
Wellsboro, PA 16901-8233

Marshall, Ryan F.

From: Kay Serine <kayserine1@gmail.com>
Sent: Sunday, November 5, 2023 6:55 AM
To: FrontierSettlement
Subject: Frontier experience

[Some people who received this message don't often get email from kayserine1@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Rocco Serine
Kay Serine
2347 Bunnell Road
Meshoppen PA 18630
Frontier 570-833-2993

Our experience with Frontier was horrendous. On April 18, 2022 a freak late snow storm dumped a foot of heavy wet snow which brought down trees, telephone lines and electric lines in the power line that leads to our house. On the day it happened I reported it to Frontier by calling from my cell phone from my front porch. At that time we had no electricity or phone in the house. Their immediate request was for me to check my modem. I told them of course the modem is not working properly because there is no phone line or power to it.

It was a widespread disaster. Our power was restored 6 days later. The phone lines were laying on the ground from my house to the 3rd telephone pole in the power line. A frontier technician showed up, fished a line from the line laying in the yard and hooked us up temporarily and said we would need a line crew to come fix it. Phone and internet service stopped at our house on our road. No one beyond us had phone or internet. A week went by. (2 since the storm) We called Frontier again to report the lines down. Our neighbors called Frontier and complained. They didn't have access to the internet for their sons to attend online school. They told us they would send someone up. One technician showed up again. Told us we would need a line crew to fix it and that he would put the request in. Two weeks later we called Frontier again about the line on the ground in the yard and to the 3rd pole out in the power line. A single technician came again. Repeated that we needed a line crew and would report. Repeating the same process until June! Finally on the 5th technician to say we needed a line crew I snapped. Told the guy to tell his bosses to fix it or we would be canceling and going with a satellite company. Two months went by and finally a line crew showed up to fix the problem around June 20th!

We were thrilled when our power company said they were awarded the fiber optic grant. We were devastated when we found that Frontier bid on the right to our area and got them. We had to go with Frontier for fiber internet. We had no choice! We've had it since July 3rd. So far we haven't had any issues with it. I'm afraid of what will happen when we do.

Sincerely,
Kay Serine

Sent from my iPad

Marshall, Ryan F.

From: Ronald Carey <cac7018@frontiernet.net>
Sent: Sunday, November 19, 2023 12:29 PM
To: FrontierSettlement
Subject: Satisfied not

Some people who received this message don't often get email from cac7018@frontiernet.net. [Learn why this is important](#)

Sent from [Mail](#) for Windows

I AM NOT SATISFIED WITH YOUR SERVICE. I STILL HAVE PROBLEMS WITH MY PHONE AND INTERNET SERVICE. I HAVE LEFT MY ISSUES ON PAPER WITH ONE OF THE HEARINGS IN JUNE 2022, IN TOWANDA, PA, OF EARLIER CONCERNS. BUT I STILL HAVE ISSUES DURING SOME PHONE CALLS. PERIODICALLY I HEAR SOMEONE DIALING AND IT IS NOT THE PERSON ON THE OTHER END. ALSO MY MAIN CONCERN IS BEING WITHOUT MY LIFE LINE AGAIN WHEN OR IF I NEED HELP, WITH MY PHONE LINE NOT WORKING. ALSO I HAVE A CPAP AND THE NIGHTS IN USE HAS TO BE SENT TO ENDLESS MOUNTAINS BRACE AND ABILITY. ALSO I HAVE A CAREGIVER THAT HAS TO SIGN IN AND OUT WHEN SHE IS JS HERE SO SHE CAN GET PAID. I AM AN ELDERLY PERSON AND LIVE ALONE IN A RURAL AREA. IT'S NOT FUN DRIVING ONE AND A HALF IN ORDER TO GET CELL PHONE SERVICE. THERE SHIOLD BE A WAY FOR FRONTIER WORKERS TO CUT LIMBS AND TREES THAT WOULD PREVENT THIS PROBLEM SO MUCH. I HOPE THESE PROBLEMS WILL GET FIXED SOON.
THANK YOU

Marshall, Ryan F.

From: rwj16901@yahoo.com
Sent: Sunday, November 12, 2023 3:01 PM
To: FrontierSettlement
Subject: Frontier Settlement Comment

Some people who received this message don't often get email from rwj16901@yahoo.com. [Learn why this is important](#)

Sirs,

I have looked over the proposed settlement with Frontier and feel the settlement sounds to be fair. After filing my complaint with you in January 2023 I dropped their internet service. That was a chore in itself. Then as of November 8, 2023 I dropped their phone service. I found their services to be very unreliable. Reporting problems and getting service was pure hell. Anyway since looking over the proposed agreement I feel the settlement sounds fair to all parties. My account number with Frontier was 570-724-4765-031199-3. Thank you for what you've done for all concerned parties.

Sincerely,

Ronald Jones
102 Sweet Briar Road
Wellsboro, Pa. 16901
570-724-4765
rwj16901yahoo.com

From: [Sally Ann Callahan](#)
To: [FrontierSettlement](#)
Subject: OCA Complaint Against Frontier Commonwealth
Date: Monday, December 11, 2023 7:49:33 PM

Some people who received this message don't often get email from sallyann@epix.net. [Learn why this is important](#)

Frontier is the only landline company available to me in rural NE PA. As a result, any time their wires to my property are damaged I am effectively cut off from communicating with the outside world because there is no cell service in my area either. On two separate occasions I have tried unsuccessfully to get speedy service restored. The first time, a tree came down on the telephone line and it took six weeks for a repair (they stated PA allows them a six week window for repairs and they did not have to respond sooner). The second time, a break in the wire where it joins to the pole took four weeks with two no shows for scheduled appointments to get a repair.

With the second time, they assured me I would get a bill adjustment spread out over three billing cycles. I did receive a partial credit but then the three months ran out before the full balance was credited. When I contacted them for the balance credit, they stated company policy does not allow any credits after three months and I had to pay any remaining charges. I do have documentation and emails for this second outage.

I am willing to go into much more detail if necessary.

Sally Ann Callahan
sallyann@eoix.net

Sent from [Mail](#) for Windows

I am writing with concern about Frontier Communication. I've been with them as long as they were in this area. Ninety Percent of the time yes, ninety percent, of the time I was without phone and internet. I live in the Rural area of Sullivan Co. Pa. The whole month of Oct. I was without service. I decided not to pay that month well my billed double. Witch I will not pay for something I did not have. I was paying \$179.76 a month for a long time. I am 80 yrs. old I have heart problem and Type 2 Diabetes I could not call for a amb. If I need one. I also was without phone and internet for 3 month in row. I always paid my bill, Something needs to be done with this company.

Thank you for any help you my give me.

Phone:

570-924-3292

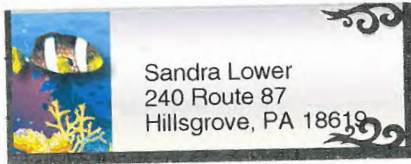
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Sandra L. Lawler

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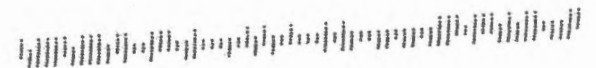
*Office of Consumer Advocate
Attn: Frontier Settlement
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA 17101-1923*

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NOV 13 2023

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CONSUMER ADVOCATE

17101-192399



Marshall, Ryan F.

From: Sara <baileysara35@yahoo.com>
Sent: Monday, October 30, 2023 8:28 PM
To: FrontierSettlement
Subject: Complaint

[Some people who received this message don't often get email from baileysara35@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hello,

I am writing in regards to the settlement. I will start off by saying this company should not even be in business. I have had awful experience with them for years. They switched my service with my mother in laws service. So she was receiving all my calls.

On August 27th my service went out after I paid my bill. I called numerous times. My service was finally restored 3 maybe 4 days later. My service went out numerous times in September for 11 days straight.

On October 13th it went out and was back on the 18th with a tech support ticket and funny thing was the tech guy never showed up.

October 21st my internet went out. I called numerous times. I called October 22nd as it was still out. I called in as I received a text and it states that our outage was restored but mine was not. I called in and the gentleman told me to call back in hour and a half. I called back and he said it was still an outage. I told him that there is no longer an outage that my mother in law across the road has internet and therefore there's no outage. He told me to reboot it and call back. I rebooted it and it didn't come back on. Tech support told me to take a paper clip and put it in the back of reset it. I told him that the technician told me to never do that. He insisted i do it. I did and it lost everything. Finally a ticket was put in and it wouldn't be October 27. I had a technician call me on Wednesday he said he would take a look. Never saw home. On Thursday he said he would be there at 4:15 and never saw him but conveniently my ticket was closed. On Friday a ticket gets put back into the system. Vicki from escalations calls me. I'm furious she says she will contact the local manager and have him call me: that was Lane. He is very rude, ignorant and says well it's 1:45 and I can't get anyone out there. Next thing I knew I get a notification from frontier a tech is on the way. The tech shows up after it clearly states to call me 30 minutes prior. Nope he's at my door.

Today October 30th I got numerous texts that a frontier tech is coming. Oh he's running late, he's on his way, he will be there between 1-5 oh he's running late, it's been rescheduled. My internet is out more than it's on. Not to mention no one knows what they are talking about. This company shouldn't be in business and we should be paid for taking their service!

Sara Bailey
570-529-2211

Marshall, Ryan F.

From: Scot Murray <scotmurray88@gmail.com>
Sent: Wednesday, November 1, 2023 11:11 PM
To: FrontierSettlement
Subject: Feedback on Frontier

Some people who received this message don't often get email from scotmurray88@gmail.com. [Learn why this is important](#)

Hello. My name is Scot Murray. I live at 150 Murray Ln, Dushore, PA 18614. I have been a Frontier customer since February of 2000. My comments and concerns are listed below.

1. Who is ensuring that the \$100M investment is not including the Federal and State Grants that have been provided to Frontier to increase and improve their high speed internet.
2. Who and how is the improvement to service going to be monitored?
3. Why does the PUC not enforce the trimming of trees and vegetation on the telephone lines like they do for the electric lines? The telephone lines have not been trimmed and you can see trees hanging across the telephone lines until they rot away and finally fall.
4. My internet speed has been very inconsistent. When you call they run tests and magically the speed returns. The speed eventually slows again. I have literally spent hours on the phone trying to get it fixed. Finally a service tech told me to go buy my own wifi router. This improved my speed but I never hit the 24 mbps that I pay for and they say they only need to provide 75% of the speed. Can I only pay for 75% of the charge?
5. One time a port went bad on the switch in the Dushore office. They decided to take one of my ports as I have 2 dsl lines running to my house to get 24 mbps. On my records they showed that I only had 7 mbps and tried to tell me that was what I always had. I had to send them a copy of a past bill to prove it. I also had to file a complaint with their president which they will no longer publish how to file these complaints to the Frontier presidents office.
6. It would be much better if you just put MA Bell back together and remove Frontier from the telephone and internet business. If you do not place any form audit, controls, or key measurements in place to monitor them, they will slip back to their old ways.

From: [Scott M Griffith](#)
To: [FrontierSettlement](#)
Subject: Poor Frontier service
Date: Saturday, December 2, 2023 12:54:33 PM

[Some people who received this message don't often get email from griffspace@epix.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

The following is my complaints against Frontier:

- 1- very very bad cell phone service
- 2- very very poor internet service and they raised our bill \$20 a month for fiber optic which we don't even have.
- 3- extremely bad and aggravating customer service.
- 4- extremely long wait times (weeks) for a service ticket to be addressed .
- 5- Fronteir also just installed a few months ago fiber optic cable to the new Coterra gas company compressor station 1/2 mile up our road and said they couldn't supply our house.

Respectfully submitted

Scott and Laura Griffith
379 Warner Road
Montrose, Pa. 18801

Sent from my iPhone

1056 South St.
Pottstown, PA 19464¹⁸³
November 13, 2023

Office of Consumer Advocate
555 Walnut St.
Harrisburg, PA 17101-1923

Dear Consumer Advocate Staff:

I am glad to hear that Frontier Commonwealth is at last being held accountable. I own a seasonal dwelling at 262 Lick Creek Road, Dushore, PA. Beginning in 2021 the service from Frontier has been horrible. I am an 80 year old widow and travel to my cabin alone. There is no cell phone service so I need my landline. I also had Wifi and internet service with them, which I have cancelled because it rarely was working.

2023 has been especially bad. I arrive and my telephone is often not working. I have to go elsewhere ^{to call} and am always told that they do not send service workers out on weekends and they can schedule me for the next available date which is always two weeks away!

My son-in-law is an MD who used to enjoy vacationing at my cabin but didn't visit at all this summer because he cannot afford to be totally cut off from communicating from his

→

practice.

Also, I might be just naive about today's prices, but now my bill from Frontier, which is only the telephone landline, is \$77/month. That seems high but there is no competition I can look into!

Sincerely,
Sharon L. Swaney



Sharon Swavely
1056 South St
Pottstown PA 19464-5864

185

PHILADELPHIA PA 190-
13 NOV 2023 PM 5 L



Office of Consumer Advocate
Attn: Frontier Settlement
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA
17101-1923

17101-192339



From: islandofmisfittoyz@gmail.com
To: [FrontierSettlement](#)
Subject: Terrible Service!
Date: Friday, December 8, 2023 1:35:59 PM

Some people who received this message don't often get email from islandofmisfittoyz@gmail.com. [Learn why this is important](#)

I have had Frontier since I moved to rural Rome Pa in February of 2012. There has been an issue with spotty service since the day it was installed. We started with landline phone and internet service. There has been countless emails for issues with both, and service calls with no success of a real resolution. The internet wouldn't even stream any content on the TV (Netflix) and our cell phones. After multiple calls and complaints they convinced us of getting a 2nd modem and have to pay for that also. We live in a 12x72 mobile home and have no close neighbors. They tried to say there were too many houses on the line. Nonsense! After a couple years we canceled the internet and went to satellite internet. Unfortunately we still have the landline phone. We have no cell service without wifi and the landline phone is the only way at times we can call anyone. That has had intermittent outages and static, open lines and crossed lines where you can hear other peoples conversations. We have made many so many complaints I have given up. They never fix the problem. I have neighbors that all have the same issues and it is known to be like this since the 1980s. We have no other choice for phone service and they will not lower the cost. It is almost \$80 a month for something that will never be fixed. I have had different reasons from service calls but no resolution that lasts. I have been told it is anything from birds on the wires to a broken insulator that Frontier refuses to spend the funds on to replace. I have stopped calling the issues in, I don't have the time or patience to hear the excuses and rearrange my schedule for something that never gets fixed. Just today (12/8/23) my phone has had no dial tone and open line. I will attach a picture of the phone with no line recently on 11/27/23. This is just a couple issues of hundreds. Frontier is nothing but a scammer looking for payment for services NOT provided. Frontier should be made to pay all of its customers back for all the years they are stealing customers money. I have multiple email correspondence if needed.

Sincerely, Stacy Fassett

From: s123@epix.net
To: [FrontierSettlement](#)
Subject: Frontier Settlement
Date: Sunday, December 3, 2023 3:10:29 PM
Attachments: [My Complaints Against Frontier Communications BCS# 3922267.pdf](#)

Some people who received this message don't often get email from s123@epix.net. [Learn why this is important](#)

Dear sirs,

I am a long-time Frontier customer (phone and internet) and have suffered for years with poor internet service. Attached is the complaint I filed with the Public Utility Commission, Case# 3922267. It is by no means complete.

I have skimmed the proposed settlement (Docket C-2023-3037574) and agree with it. I would suggest that if this doesn't remedy the problem we should fine Frontier millions of dollars and distribute the monies to their affected customers. It is clear to me that fines and penalties are the only "language" that Frontier will understand.

Let me know if I can be of any further assistance in this matter.

Best regards,
Steve McCormack
570-767-1183

Complaints Against Frontier Communications

7/7/2023

Steve McCormack, S123@epix.net, 570-767-1183

Public Utility Commission's Bureau of Consumer Services Case Number: 3922267

This document summarizes our complaints against Frontier Communications. These complaints span 2023, 2022, 2021, 2020, 2019, 2018 and earlier.

1. An antiquated and ineffective phone robot that screens all phone calls coming into 1-800-239-4430
2. Trouble in reaching a customer service or technical support representative
3. Hold times exceeding 20 minutes when calling Frontier
4. A Technical Support department that is unable to solve any technical problems, they can only confirm an outage or excessive jitter on the line
5. An incompetent Billing Department. At one point we signed up for automated, paperless billing. We found that after 2 billing cycles our credit card was being hit with incorrect charges by Frontier. We subsequently stopped the paperless billing and went back to paper billing.
6. An incompetent Dispatch Department that has made errors in dispatching technicians to our home to troubleshoot and fix internet problems.
7. Incompetent technicians that are unable to fix internet problems at the “Central Office” (which is actually a roof with no walls across from the Fire Station and close to Forest Lake). These same technicians are unable to provide a fix to internet problems in our home. If they do “fix” the problem, the “fix” will last for only a week or two.
8. When an appointment is scheduled to fix a problem, it is often several days or weeks in the future causing the outage to continue for long periods of time.
9. Unprofessional technicians that have been scheduled for a home visit and fail to show up on the scheduled day *and* who don’t even call to say they are not coming. I have missed work days and appointments because of this.
10. Incompetent people in Customer Service and Technical Support that are unable to transfer me to the proper department. When such errors occur quite often, I am returned back to the brain-dead phone robot and forced to start the process all over again. Even if I am transferred to a human, it is often to the wrong department. All this causes phone calls that exceed 45 minutes.
11. The longest phone call so far took place on July 5, 2023 and was in excess of 2 hours. Part of the problem here is that there is no accountability at Frontier because everyone is anonymous. On July 5, 2023 I spoke with (Jenny, Prince, William and Julian). This many people were needed because of Item #10. “Prince” doesn’t know who “Jenny” is and “William” doesn’t know “Jenny” or “Prince” and “Julian” doesn’t know the others either. So everyone is in their own little, incompetent silo. The company is in a mess. First names *and* employee numbers may be a remedy for this.
12. Phone and internet outages that can last for days
13. Outages that occur at the slightest sign of wind or snow fall

Public Utility Commission's Bureau of Consumer Services Case Number: 3922267

14. I have spoken to supervisors and escalation managers on several occasions and although they appear to try their best they are in their own little world and are unable to see any bigger picture. The entire company from top to bottom seems to be in a state of continual chaos.
15. Quite often the people responsible for entering information into their database do so in the most minimal way. I learn this the next time I call in and find that the previous person I spoke to put incorrect info or failed to type pertinent info into my ticket number.
16. The troubleshooting tools used by Technical Support (reached by phone) and the technicians dispatched to the field are not the same. This creates disparities when I speak to both and has resulted in a field technician telling me *“The folks you talk to on the phone in our Technical Support department don’t know what they are talking about because our troubleshooting tools are better.”*
17. We are paying for the “18.000Mbps Plan” this should provide 26.560 Mbps download speed and 1.920 Mbps upload speed. Using Frontier’s own speed test tool, we routinely get speeds significantly below these values and have never received speeds as high as promised.

Shown below is partial list of Frontier ticket numbers (and corresponding dates) that have been assigned to problems we have had over the years.

Date	Frontier Ticket#	Date	Frontier Ticket#	Date	Frontier Ticket#
6/12/2023	1669482	5/28/2022	No Ticket#	1/6/2021	265443362
6/3/2023	1668451	5/27/2022	5669832	12/28/2020	No Ticket#
5/1/2023	No Ticket#	5/13/2022	No Ticket#	12/27/2020	No Ticket#
4/2/2023	1660374	4/29/2022	No Ticket#	12/25/2020	1540352
4/21/2023	No Ticket#	4/28/2022	No Ticket#	12/8/2020	No Ticket#
4/5/2023	No Ticket#	4/27/2022	1615075	10/30/2020	250032042
4/2/2023	1660374	4/1/2022	1610019	8/25/2020	1741000
3/13/2023	No Ticket#	3/30/2022	No Ticket#	8/12/2020	No Ticket#
2/7/2023	485219847	2/23/2022	1604476	7/24/2020	S-950-91669
2/6/2023	No Ticket#	12/30/2021	No Ticket#	7/15/2020	S-9406-5446
2/3/2023	1653098	11/29/2021	No Ticket#	7/4/2020	No Ticket#
9/9/2022	No Ticket#	10/26/2021	No Ticket#	6/25/2020	1513819
7/17/2022	1628088	10/25/2021	No Ticket#	6/16/2020	No Ticket#
7/13/2022	No Ticket#	10/23/2021	No Ticket#	6/14/2020	No Ticket#
7/8/2022	No Ticket#	10/22/2021	1588674	6/9/2020	1216777480
6/15/2022	No Ticket#	2/24/2021	No Ticket#	5/22/2020	1508569
6/14/2022	No Ticket#	2/23/2021	1547290	5/22/2020	5287201
6/13/2022	No Ticket#	1/7/2021	No Ticket#	5/19/2020	No Ticket#
				5/11/2020	No Ticket#

Marshall, Ryan F.

From: Susan Cavanaugh-Perrins <icous2002@yahoo.com>
Sent: Wednesday, November 1, 2023 8:25 PM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from icous2002@yahoo.com. [Learn why this is important](#)

I do not see anything to compensate customers that have Frontier's crappy internet. The only internet available in my area is Frontier and I have a sub station right at the end of my road however I do not even get the service that I pay for. I get letters all the time stating that they are unable to give me the service that my current plan offers and I can opt for a lower plan (which there is none) or leave which is also not an option since it's my only somewhat affordable option. My bill has went up every year stating they need to increase it for infrastructure updates yet nothing is ever better. I currently pay \$69.99 for awful service that always goes out in which it causes a struggle since I do work from home a few days a week. Again my plan that I pay for is for 10 mbps and I barely get 2 if I even get that. So where is the compensation for the internet customers?

[Sent from Yahoo Mail for iPhone](#)

Marshall, Ryan F.

From: Susan Gleason <susanlgleason@gmail.com>
Sent: Wednesday, November 1, 2023 11:17 AM
To: FrontierSettlement
Subject: Comments

[Some people who received this message don't often get email from susanlgleason@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

We were over a month without phone. Our cells do not work well at home and my husband has a heart condition so it is imperative that we can make calls. We dropped the internet because our connection was slower than dial used to be. We pay over \$110.00 a month for a service that is unreliable. I have found that my neighbors pay a lot less than we do and I'm wondering why. I have asked if we can have a senior discount as we are on a fixed income but I was told it is not available.

Marshall, Ryan F.

From: Ted Orłowsky <tpo4523@gmail.com>
Sent: Friday, November 3, 2023 7:35 AM
To: FrontierSettlement
Subject: Frontier

Some people who received this message don't often get email from tpo4523@gmail.com. [Learn why this is important](#)

Poor service. Slow internet . Static on telephone line. Excessive outage down time. Long waiting periods for repairs.

Sent from my Verizon, Samsung Galaxy smartphone

Get [Outlook for Android](#)

From: [teresa banfield](#)
To: [FrontierSettlement](#)
Subject: Service
Date: Saturday, December 9, 2023 11:47:24 AM

[Some people who received this message don't often get email from tbanfield@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

I live in Litchfield township and in the past we have had several days of no land line phone and no internet service. Sometimes it has lasted for a whole week. Luckily there was no emergency! Thank you for looking into this matter.
TERESA BANFIELD
Sent from my iPhone

From: [Thomas Delovich](#)
To: [FrontierSettlement](#)
Subject: Frontier settlement
Date: Monday, December 4, 2023 1:54:14 PM

Some people who received this message don't often get email from oldironwood@yahoo.com. [Learn why this is important](#)

Frontier is the worse company I have ever had to work with in my 81 yrs. Phone service is needed for medical emergency because my wife's health and it would be off for hours at a time. they make it difficult to get a phone system that works in an emergency. The phone volume is so low we have to have it on speaker to hear a conversation. If someone called, the internet would go off. Many times the system disconnects and it could take 6 min. or more to connect. The internet did not work for multiple days.

Rarely did the TV, phone and computer work at the same time. Frontier scheduled repair men several times and only one did he make the appointment.

This has been going on for many years

Thomas Delovich

oldironwood @yahoo.com

Marshall, Ryan F.

From: T & BA <logcabin@epix.net>
Sent: Wednesday, November 22, 2023 9:52 PM
To: FrontierSettlement
Subject: Complaints about Frontier

Some people who received this message don't often get email from logcabin@epix.net. [Learn why this is important](#)

My wife and I have been customers of Frontier Communications (formerly Commonwealth Telephone in our area) for 51 years. Unfortunately, Frontier was our only option for phone and internet services until recently. Frontier Internet service never reached higher than 5.32 Mbps download speed and 0.36 upload. On November 19, 2023, we discontinued our Frontier services and began using T-Mobile Internet which immediately provided us with download speeds of 243.83 Mbps and 40.96 upload.

We have experienced many disruptions with phone and internet services throughout the years. Most recently, on July 31, 2023, one of Frontier's service technicians was dispatched to investigate our phone/internet disruptions. He discovered that the 39-year-old underground cable was no longer viable and needed to be replaced. He installed a temporary line 1,200 feet long on top of the ground through our hayfield which solved the problems. The technician initiated a work order to have a new underground service installed but could not provide us with a date for the installation. On August 23, a different technician was dispatched to repair the temporary line when I accidentally cut it while mowing the field.

I have contacted Frontier several times for an installation timeline, but no one has been able to supply that information. We were forced to drive over the temporary wire with our farm equipment and were concerned that doing so would damage the wire again.

On October 29, 2023, we began experiencing a buzzing noise on our phone line once again and Frontier Tech Support scheduled a repairman for Wednesday, November 1, 2023. Later that day, we also lost our internet signal, so I immediately contacted tech support and requested an earlier service call as we were now without phone and internet services. They were able to reschedule the service for Monday, October 30 between 8:00 AM and noon. Despite staying home all day on Monday, no one from Frontier arrived. Throughout the day, I received multiple text messages from Frontier confirming the appointment and subsequently apologizing that the technician hadn't arrived. Finally, at 8:25 PM, I received a text changing our appointment to Tuesday, October 31, between 1:00 PM and 5:00 PM.

Once again, we stayed home all afternoon that Tuesday, but unfortunately, no one from Frontier arrived. I continued to receive texts stating that efforts were being made to get a technician out as soon as possible. On Wednesday, November 1, at 5:11 AM, I received a "wake-up" text notifying me that our appointment had been rescheduled to Wednesday, November 1, between 1:00 PM and 5:00 PM.

Thankfully, a Frontier technician arrived around 2:00 PM on Wednesday and was able to troubleshoot and resolve the issues with our phone and internet by replacing a section of the temporary wire he had installed on July 31, 2023, on top of the ground. We appreciate the technician's diligence in finding and repairing the problem with the temporary wire. However, we are not satisfied with our

interactions with Frontier's customer service representatives, especially the early morning text at 5:11 AM.

We experienced another loss of internet signal on Saturday, November 4, and I spoke with Ian in Frontier's tech support department at approximately 2:00 PM. He was able to troubleshoot our line and confirmed that there was a problem that required another service call. He provided me with Ticket Number 1690626 but was unable to provide me with a date or time for service. Ian assured me that his supervisor was working to provide me with an expedited service call. He told me I would receive a text message confirming the appointment. As of November 5 at 3:30 PM, I had no further contact from Frontier.

On November 6, I spoke with a neighbor who told me that he had also lost internet service at the same time on Saturday. Apparently, there was an outage in our neighborhood which was resolved. It seems that the rep, Ian, should have been able to determine that we were not the only Frontier customer affected and that a personal service call wouldn't be necessary.

I wrote three letters to Frontier's president/CEO Nick Jeffery expressing our concerns on September 9, October 7, and November 6, 2023. I requested that he or someone in his office investigate our dissatisfaction. To date, I have not received any communication from Mr. Jeffery or anyone from Frontier.

Thomas P. Shaver, Sr.
21 Back Acres Ln
Tunkhannock, PA 18657

Cell: 570-240-3282

From: [Thomas R Sumner](#)
To: [FrontierSettlement](#)
Subject: Fines for slow service.
Date: Monday, November 20, 2023 3:01:43 PM

Some people who received this message don't often get email from knklbstr@frontiernet.net. [Learn why this is important](#)

Hi, Frontier should pay considerably more than \$100.00 per hour to any fire/ambulance company that has to wait over an hour for them to respond to repair downed/damaged lines due to accidents, a tree falling or whatever. It costs considerably more than that for volunteer service units to have expensive equipment used for traffic control due to a company's tardy response for service.

Also, they should be required to give credit for lost service on billing without the customer having to call to give them the Work Order number for repairs and request said adjustment. I just spent over ½ hour doing such a request for the second time for a prior outage. Companies that rely on internet/DSL service for their business should also be compensated for lost income due to slow response times.

Why is a mobile phone number required to set up an app to see and pay phone/internet bills on a home computer for Frontier's services when a home number is available? Many older people have problems using mobile phones and quite a few live in areas where they are useless unless they spend a bundle for satellite or some other such service.

Tom Sumner
5602 Lambs Creek Rd
Mansfield PA, 16933

Marshall, Ryan F.

From: Tom Janeski <twjaneski@gmail.com>
Sent: Tuesday, November 21, 2023 4:43 PM
To: FrontierSettlement
Subject: Frontier complaint

The opportunity to voice our displeasure with the kind of service from Frontier is welcome. To go days without internet service is totally unacceptable in this day and age when everything relies on it. The thing that really makes this frustrating is we heard from their employees about the root cause of the problem. The problem they described entailed a sign that was in contact with the cable. We had numerous service interruptions for hours that sometimes went into days. They would not fix the problem. We paid the bill in full monthly but did not have the service daily during each month. Thank you for your time.

Tom Janeski
716 N Callahan Road
Wellsboro, PA 16901

Marshall, Ryan F.

From: Toni Wales <twales@centreconcrete.com>
Sent: Monday, November 13, 2023 10:23 AM
To: FrontierSettlement
Subject: Settlement

Some people who received this message don't often get email from twales@centreconcrete.com. [Learn why this is important](#)

Settlement looks good to me. Seems very fair. Thank you for addressing this matter

Toni Wales
Centre Concrete Company

Marshall, Ryan F.

From: william grosz <wbrg1234@gmail.com>
Sent: Monday, October 30, 2023 6:24 PM
To: FrontierSettlement

Some people who received this message don't often get email from wbrg1234@gmail.com. [Learn why this is important](#)

Horrible service. Dropped service long wait time on the phone to make changes or get support. Slow internet speeds. I switched to starlink when it came available in my area then canceled phone and internet with the company. Worst service ever.

Marshall, Ryan F.

From: woodyjohnson@frontier.com
Sent: Monday, November 6, 2023 12:44 PM
To: FrontierSettlement
Subject: Frontier unreliable

Some people who received this message don't often get email from woodyjohnson@frontier.com. [Learn why this is important](#)

Every year for about the last 15 years I have my Frontier service changed from 70 Browns Pond Rd. Dushore, Pa. 18614 to 70 Log Cabin Lane Dushore Pa. 18614 this happens every May where I have my camp and stay for the summer months, then in October I move back to my home at 70 Browns Pond Rd. the distance is 7 miles, every time I move from one place to the other Frontier messes up my order and does not show up on the day they say they will be there. Last year I called on Oct.3, 2022 and they said I would be hooked up at my home on the 13th of Oct. Never got hooked up till Nov. 7th 2022. Meanwhile my wife went in the hospital and I had no way to call her because I had no service, she later passed on Nov. 23rd 2022, Then this year 2023 I called and was suppose to be hooked up again at my house on Oct.9th 2023 and no one showed up then I was told they would be here on the 10th of Oct. and again nobody showed up then I was told they would be here on the 12 of Oct. again no show, finally after talking to the tech he showed up on the 13th of Oct. and hooked me up, then on the 20th of Oct. I have no phone or internet and it was out until they fixed it on Nov.1st 2023, this is just one reference like I said before it happens every time I move in May and October. Thank you Woodrow C. Johnson.