

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Frank Bankowski	:	
	:	
v.	:	C-2024-3049217
	:	
Comcast Phone of Pennsylvania, LLC	:	

**SECOND INTERIM ORDER
DIRECTING SERVICE UPON CONSOLIDATED COMMUNICATIONS**

On or about May 10, 2024, Complainant filed a Formal Complaint (Complaint). Complainant has an address of 3151 Seneca Court, Gibsonia, Pennsylvania. The Complaint appears to identify the complained of utility as Consolidated Communications. A line was placed through this designation on the Complaint with a notation “Per Rosemary Chiavetta, serve on Comcast mm – SEC BUR.”

In Section 4 of the Complaint, Complainant averred Consolidated/Fidium was installing their new fiber internet cable into his in-ground services. Complainant also averred, during their installation, they severed his cable for Exfinity/Comcast. Complainant further averred over the past eight months, they have been giving him the run around as to who is at fault for the replacement or reinstallation. Complainant averred he gave them an option to reinstall, which was explained to several people and Consolidated has not taken the responsibility for their action. In Section 7 of the Complaint, Complainant averred “they” gave him the run around at Consolidated, Fidium, Xfinity, Comcast,, advising they were not responsible to correct his problem.

As relief, Complainant avers he wants his cable reinstalled in original underground service before it was severed or the option to have the service reinstalled underground from the street 12 inches under his lawn and connect to his service mounted on his

outside wall, provided they compensate him for theft of service and the use of his property for the reinstallation. Complainant also averred he wants the alternate connection to be guaranteed for any future problems.

After a deadline extension, on July 15, 2024, Comcast Phone of Pennsylvania, LLC (Comcast) filed an Answer to the Complaint. Comcast admitted that its corporate parent's name is Comcast Corporation and denied that it is the utility or company about which Mr. Bankowski complained. Comcast averred that on June 15, 2024, Mr. Bankowski e-mailed the Commission, writing, "My formal complaint was filed against Consolidated Communications (Compliance) Regulatory Specialist 321 N. First Street Lufkin, Texas 75901. . . I am attaching page 2 of my formal complaint that indicates Consolidated / Fidium was [sic] the ones responsible for my damages and loss." Comcast further avers that two days later, Secretary Chiavetta responded to Mr. Bankowski, writing, "The company you complained about appears to be owned by Comcast of Pennsylvania."

Comcast denied that it owns Consolidated/Fidium and that Comcast is the appropriate respondent in this case and avers Comcast does not provide telephone/telecommunications services to Complainant. Instead, Comcast avers, it provided Complainant with Xfinity video services only, services over which the PUC does not have jurisdiction. To the extent that Complainant alleges that Consolidated/Fidium severed his service cable for Xfinity and that an undefined "they" have been "giving [him] the run-around as to who is at fault for the replacement or reinstallation, if "they" means Comcast, Comcast denied that it ever gave Complainant the runaround.

Comcast avers that Complainant first reported the severed line to Comcast on September 26, 2023, and on three occasions after the call, Comcast sent repair crews to Complainant's home to fix the severed line and bury it underground. Each time, Comcast avers, Complainant refused Comcast's repair attempts and kicked the crew off his property. Comcast further avers it sent Complainant a letter on May 2, 2024, asking him to contact Comcast to schedule a time for Comcast's agents to repair the line and the failure of Complainant to schedule the appointment by May 15, 2024, would result in a termination of Complainant's

Xfinity services. Comcast avers Complainant did not respond to its May 15 letter. Comcast requested that the Complaint be dismissed for lack of jurisdiction.

The record indicates that, on May 30, 2025, Notice was provided to Consolidated Communications of Penna., by certified mail, directed to 211 Lincoln Street, Roseville, California 95678. The Notice directed Consolidated Communications of Penna to respond to the Complaint within twenty days of service. The record indicates that no written response to the Complaint from Consolidated Communications of Penna was received by the Commission Secretary. As of the date of this Order, my review of the docket indicates no receipt of service or evidence that the Notice to Consolidated Communications of Penna was returned to the Commission Secretary.

Subsequently, given the circumstances and the averments in the Complaint, and particularly the designation by Complainant of Consolidated Communications (Compliance), 321 N. First St. Lufkin, TX 75901, an interim Order was entered on August 18, 2025, requesting that the Commission Secretary provide service at the Lufkin Texas address. Notice was sent by the Commission Secretary on August 18, 2025, however no receipt of service has been provided to the Commission Secretary.

Notice has been provided to the office of the undersigned presiding officer that the current address for Consolidated Communications is 2116 S. 17th Street, Mattoon IL, 61938. Accordingly, the Secretary will be requested to serve the Formal Complaint upon Consolidated Communications at that address.

Under the circumstances, the following Interim Order will be entered.

THEREFORE,

IT IS ORDERED:

C-2024-3049217 - FRANK BANKOWSKI v. COMCAST PHONE OF PENNA. LLC

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Served via USPS First Class Mail – September 12, 2025

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Served via eService – September 12, 2025

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Served via USPS First Class Mail – September 12, 2025