

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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

**THIRD 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 Xfinity/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.

A complete summary of the history of the proceeding is provided in the second Interim Order Directing Service Upon Consolidated Communications, entered on September 12, 2025.

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 was returned by the postal service.

Notice was subsequently 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, an Interim Order was entered on September 12, 2025 requesting that the Secretary serve the Formal Complaint upon Consolidated Communications at that address. Notice was sent by the Commission Secretary to this new address, however no receipt of service was returned by the postal service.

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Served via USPS First Class Mail – October 22, 2025

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