

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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

INTERIM ORDER
AMENDING CAPTION AND SETTING DEADLINE
TO FILE OBJECTIONS TO PROPOSED STIPULATION

On or about May 10, 2024, Complainant, Frank Bankowski, filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission. Complainant has an address of 3151 Seneca Court, Gibsonia, Pennsylvania. In his Complaint, the Complaint appears to identify the complained of utility as Consolidated Communications.¹ A line was placed through this designation on the Complaint with a notation “Per Rosemary Chiavetta, serve on Comcast mm – SEC BUR.”² On May 24, 2024, the Secretary Bureau served the Complaint on Comcast Phone of Pennsylvania, LLC (Comcast or Respondent).

In Paragraph 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 Paragraph 7 of the Complaint, Complainant averred “they”

¹ Specifically, the Complaint identified the utility as: “Consolidated Communications (Compliance) Regulatory Specialist[,] 321 N. Frist St. Lufkin, TX 75901.” Complaint ¶ 2. As explained in previous Orders, per the audit history, all mail to this address was returned as undeliverable.

² Rosemary Chiavetta is the former Secretary of the Commission.

gave him the run around at “Consolidated, Fidium, Xfinity, and Comcast,” advising they were not responsible to correct his problem. Complaint ¶ 7.

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.

On February 6, 2025, Comcast filed a Stipulation which Respondent stated was signed by Complainant and Counsel for Comcast. The stipulation provides that Complainant did not name Comcast as the Respondent and that Complainant does not wish to pursue any case against Comcast. In addition, the Stipulation provides that Complainant wishes to pursue his case against Consolidated/Fidium, and not Comcast.

On May 28, 2025, an interim Order was entered requesting, *inter alia*, that the Commission Secretary serve the Formal Complaint in this matter and a notice upon Consolidated Communications, providing the deadline to file a responsive pleading to the Formal Complaint filed by Frank J. Bankowski at Docket No. C-2024-3049217.

The record indicates that on May 30, 2025, Notice was mailed 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.

On August 14, 2025, an Interim Order was entered providing for the Commission Secretary to serve the Formal Complaint in this matter and a notice upon Consolidated Communications, at 321 N. First Street, Lukin, Tx 75901, providing the deadline to file a

responsive pleading to the Formal Complaint filed by Frank J. Bankowski at Docket No. C-2024-3049217.

Upon receipt of updated service information, on October 22, 2025, an Interim Order was entered providing that the Commission Secretary eServe the Formal Complaint in this matter and a notice upon Consolidated Communications, at the following email addresses: Paul.little@fidium.com and mike.shultz@fidium.com. In addition, the Parties were directed to serve the undersigned Administrative Law Judge and the opposing parties or counsel, if represented, directly with a copy of any pleading filed in this proceeding with the Commission's Secretary and any communication provided to the undersigned presiding officer.

On January 6, 2026, a Secretarial Letter was issued and directed to Paul Little and Mike Shultz at Consolidated Fidium, 2116 S. 17th Street 2116 S. 17th Street, Mattoon, IL 61938 and at Paul.little@fidium.com and mike.shultz@fidium.com, advising that the Commission made numerous attempts to serve the Formal Complaint on the Respondent, Consolidated Communications/Fidium. Respondent was advised that the Commission was serving the Formal Complaint on Respondent, and that because the failure of service was not the result of Respondent's action or inaction, Respondent would have 20 days from the date of the letter, or until January 26, 2026, to file a response, if any, to Complainant's Formal Complaint.

Service of the Formal Complaint has been made upon Respondent, Consolidated Communications/Fidium, and no responsive pleading has been filed by Consolidated Communications/Fidium in this proceeding.

Based upon the circumstances, the following Interim Order will be entered.

THEREFORE,

IT IS ORDERED:

1. That the Formal Complaint filed by Frank Bankowski on May 10, 2024 at Docket No. C-2024-3049217 is hereby amended and shall read as follows:

Frank Bankowski	:	
	:	
v.	:	C-2024-3049217
	:	
	:	
Consolidated	:	
Communications/Fidium	:	

2. That all future filings in this proceeding shall include the amended caption designated above.

3. That any objections to the proposed stipulation entered into between Complainant and Comcast filed on February 6, 2025, shall be filed and served on all Parties and the undersigned presiding officer not later than March 13, 2026.

Date: March 3, 2026

 /s/
 Jeffrey A. Watson
 Administrative Law Judge

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

Revised: February 25, 2026

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Served via USPS First Class Mail –
March 3, 2026

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