

312 Sycamore Hill Rd
Moorefield, WV 26836

August 17, 2018

08:59 AM SEP 11 2018 EXEC SEC DIV

To Whom This May Concern;

My name is Shonnie Laughlin and my husband is Edward Michael Laughlin, the Frontier account is listed in my husband's name. Our home telephone number is 304-538-7871. We live in a housing development off Trough Road. My case number with the West Virginia Public Service Commission is #18-0291-T-P. I spoke with the Public Service Commission and made a complaint and they advise me to write a letter to you about our Frontier phone service.

Well let me tell you, our Frontier Telephone service is pathetic. Most of the time we have no service, or we may have it a few minutes. It may work one day and then not the next. You could just be starting a conversation and then the phone goes dead. I can try to call the person back and the phone line is still dead. This can go on for five to ten minutes and the line will come back on. Get a dial tone and try the call again and it will drop out again.

Frontier is the only telephone/internet service provider that we have that comes into my living area at this time. We do have another carrier, but they do not cover our area and the plan is not to in the near future. So we are just stuck with this service and it is horrible. This could be a real problem if I or one of my neighbors needs any help. If I need to dial 911, I don't know if I could get through or not. That could be life or death. Is Frontier liable for that?

When my phone does work, I can barely hear the person I am talking to, it also makes a loud crackling sound. It is awful that we are stuck with kind of service. This has been going on for years in our area as with neighboring areas and counties. Lately it has been unconscionable length of time. This is so unfair to us. Why can we not get good telephone service in this part of Hardy County, West Virginia?

I have called for the last three weeks making tickets with Frontier and setting up a day and time for a technician to come out to the house and no one ever shows up. So I then call again and Frontier tells me, the Technician tried to call but no one answered. How can you answer a phone call, when your phone does not work? They also cannot call us on our cell phones, because there is no cell phone service where I live. If I have set up a time for someone to come and check my service, they just need to show up. I made the appointment, I have been having issues with my telephone so I am going to be there waiting.

I believe if they do come, it would not change the terrible phone service we have on a daily basis. Something has got to change. I believe West Virginia has one of the most "shittiest" services out there for our telephone/internet service providers. We as citizens need someone to help us.

We pay for this useless service monthly. They cash my checks faithfully with no problem. They do not offer a refund for the amount of time we are out of service and they can tell when we are out and when we are not. They can also tell when we are on the internet or not.

I would like to have a reliable telephone/internet service that I can depend on. I know that Frontier once upon a time was a good company and they have gone to the dogs. They charge enough money from people who live out in the rural parts of the country that they can still do updates on the line and equipment that is needed. I just want phone service where I don't have to drive down the road several miles to get cell service to make a call or complete a call that I was on from my landline. I have family and business that I need to check on and take care of and this is very inconvenient to me. Frontier doesn't seem to care. I have read several posts on Facebook about this same issue. The issue is West Virginia State wide.

Sincerely,



Shonnie Laughlin