

10141 Trew Ter.
Wadsworth, Ohio 44281
SEPT. 18, 2018

Public Service Commission of West Virginia
201 Brooks Street
P.O. Box 812
Charleston, West Virginia 25323

Re: Petition 18-0291-T-P

Frontier Communications Account: 304-799-6606-022201-4

I am the owner of a home on at 380 Chickenhouse Run Rd. in Marlinton, West Virginia. Since May 25, 2018 our phone service with Frontier Communications has been out for at least 39 days. This has required 7 requests to them for repair resulting in 7 repair tickets to be opened. On several of those occasions a repair could not be scheduled any sooner than 2 weeks time. Our service with Frontier is solely for emergency calls if needed as most cell phones do not have service in our area. These outages and lengthy wait time for repairs is totally unacceptable.

The last time we spoke with the repair technician he indicated the problem was the equipment which houses the ports is in dire need of replacement with upgraded equipment and that Frontier is aware of this and "dragging their feet.". This equipment is located about 3 miles from our home on Underwood Rd.

Your attention to this matter is necessary for our safety and the safety of our neighbor who has had even worse experiences with Frontier.

Sincerely,



Mary Jo Perrette

Phone: 330-441-1012

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