

18-0291-T-P

Sept. 24, 2018

03:37 PM SEP 26 2018 EXEC SEC DIV

Dear Trina,

Thank you for your help with Frontier Communications. I'm sorry it has taken so long to get this letter to the Public Service. I have been waiting on the other 24 houses that are also effected by the phone outages and I can't get them to help. They are afraid of - I don't know what they are afraid of. But anyway here is my troubles: July 18 night It cut us off. Then no dial tone. ~~Sept 20 18~~ called Friday July 20, called phone Co. Ticket # 004275265. Aug 2, & 3rd went out sometime during the night. Comes back on in the late morn. Then repeats the next day (3rd) Talk with Phone Co. Kyle on Aug 2. 004299562. ~~Friday~~ Aug 4 ~~thru~~ Saturday thru Tuesday Aug 7, clicking then partial dial tone then nothing. morning and evening. Sunday Aug 12 phone had static I called Justin 304-989-4546 left message he never called back He had given me his number when

He had called to see if it was working. Wed. Aug 15 Static then would hang you up. Aug 17 morning Static I called Justin he answered He was in Clendinen would get someone else. Sat. Aug 18 thru Monday Aug 20 Static & Fax machine sound. Tuesday Aug 21, Called phone Co Ticket # 004325863 (Payton) Shannon called at 5:15 pm (supposedly fixed) Wed. Aug 22 Called Phone Co. Lindsay at 8:35 clicking then cut you off. Ticket # 004327307 Sept 9th out afternoon night Sept 11, all day Sept 12 Came on 8:04 am. I called Trina at WU Public Service she (you) gave me case # 18-0291-T-P, my daughter Daphne Davis reported it out on Sept 11. She didn't save me the ticket number. was out at 5:00 am Sept 12, Came back on at 10:15 am. Sept 15, Phone was out again until 10:15. Sept 17, Fax machine noise at 5:00 am then nothing ~~until~~ all day. Didn't come back in until Sept. 18 about 1:00 pm. Daphne called the phone Co. that morning (18th) ticket #

004351897. Matt (phone man)
 called at 2:30 pm said it was
 electronic. Sept 20 3:05 pm
 phone co called said it was
 fixed. Sept 21, 5:51 am clicking
 again no dial tone. Sept 21
 Trina - Public Service called to
 tell me it was fixed. I told
 her, it had been doing the same
 thing this morning. Sept, 22 &
~~24th~~ static when went totally
 dead while I was talking at
 7:00pm. It clicks first to warn
 you then goes dead. It was
 dead for 1 hour then came
 back on at 8:00pm. Sept 23 &
 24. Static when someone
 calls here but clear when I
 call out. Almost all the people
 on this road are senior citizens
 and there is no cell phone service
 down here. These lines have
 been here for over 50 years.
 It is time the phone co. spends
 some money and replace them.
 we all have health problems
 and some are really sick.
 Please help us get our
 phone lines replaced.

4

I'm sorry I couldn't get the others to help. They are afraid I don't know why. Again, Thank you so much and I hope you can understand my writing.

Sincerely,

Pat Davis
3715 Sugar Cr. Rd
Kenna WV
25248

304-988-0794

I forgot - I called Wade Fields
304-373-4040 - phone Co man early
yesterday. He returned my call
this morn and his supervisor was
going to send some one out.