

ORIGINAL

ARIZONA CORPORATION COMMISSION  
FORMAL COMPLAINT FORM  
FORMAL COMPLAINT



0000177475

T-01954B-17-0064

COMPLAINT <b>KIM R. BAINAS</b>	COMPLAINT NUMBER <b>2016-135102</b>	DATE <b>3-2-17</b>
ADDRESS <b>7551 E CAYUSE CT. (VALLE VISTA) KINGMAN, AZ 86401</b>	PHONE (HOME) <b>928-757-8257</b>	PHONE (WORK)
NAME OF RESPONSIBLE PARTY	ACCOUNT NUMBER <b>928-757-8257-101097-5</b>	
NAME OF TELEVISION STATION <b>FRONTIER COMMUNICATIONS</b>		
DOCKETED		
GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT, INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)		
MAR 06 2017		

DOCKETED BY

**IN NOVEMBER OF 2015, POWER WENT OFF, OUR ELECTRIC COMPANY IS MOHAVE ELECTRIC COOP. FOR VALLE VISTA SUB-DIVISION, AND I HAD NO LANDLINE. WHEN THE POWER CAME BACK ON I CALLED FRONTIER, WHICH IS THE ONLY CARRIER FOR LANDLINES IN VALLE VISTA, LOCAL OFFICE IN KINGMAN, AZ AND TALKED TO A LADY ABOUT A TELEPHONE POLE BEING DOWN AND THAT'S WHY I HAD NO LANDLINE. SHE DIDN'T KNOW AND REALLY HAD NO IDEA OF WHAT A LANDLINE WAS, SO I DIDN'T PRESS THE ISSUE.**

**ON DEC 15, 2015, DURNING A RAINSTORM, POWER WENT OFF AND AGAIN I HAD NO LANDLINE WORKING TO CALL THE ELECTRIC COMPANY, WHEN THE POWER CAME BACK ON, I CALLED FRONTIER AT 877-433-3806 AND TALKED TO ERIK - EXTENSION 0490 ABOUT MY PROBLEM. HE SAID HE WOULD CHECK INTO IT AND WOULD CALL ME BACK, WHICH HE DID! HE TOLD ME HE FOUND OUT THAT THE BACKUP BATTERIES WERE BAD AND THEY HAVEN'T BEEN REPLACED BECAUSE OF THE COST.**

**SO, HE APOLOGIZED AND REDUCED MY BILL BY \$11.86 (COPY) BECAUSE I DIDN'T RECEIVE THE SERVICE OF A HANDLINE THAT I'M PAYING FOR!**

**I TOLD HIM THAT'S NOT WHAT I WANT, I WANT MY LANDLINE.**

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
MAY 9 2017

I DON'T HAVE A CELL PHONE, I  
RELY ON MY LANDLINE FOR EMERGENCIES!  
BUT HE REDUCED MY BILL ANYWAY.

IN AUGUST 22, 2016 HAD ANOTHER  
RAIN STORM, POWER WENT OUT NO LANDLINE.  
CALLED AGAIN TO FRONTIER 877-433-3806,  
TOLD HIM MY PROBLEM AND HISTORY AND  
HE SAID HE WOULD ~~ME~~ LOOK INTO THIS  
PROBLEM, THEN HE SAID HE WOULD ESTIMATE  
MY TELEPHONE BILL FOR THE NEXT TWO  
MONTHS, BUT THAT DIDN'T HAPPEN, BECAUSE  
I GOT MY BILL FOR (OCT. 2014 COPY) AND  
I PAID IT EVEN KNOWING I WAS  
PAYING FOR SOMETHING I'M NOT GETTING  
WHEN THE POWER GOES OFF!

YOU HAVE KNOW THAT THE POWER COULD  
HAVE GONE OFF MANY MORE TIMES WHEN  
I WAS GONE FROM MY HOUSE!

I ALSO, DID NOT KEEP RECORDS OF  
EXACT DATES NOR HOW LONG THE POWER  
WAS OFF, BUT I BET MC HAVE ELECTRIC  
WOULD HAVE RECORDS (WORK ORDERS) TO  
WHERE AND WHEN AND HOW LONG!

ON 9-19-16 I CALLED AGAIN FRONTIER  
877-433-3806 (THEY MAY HAVE RECORDED  
THESE TIME'S I CALLED?) AND A MESSAGE  
TO CALL ME (COULDN'T GET THROUGH TO SOMEONE)  
DID NOT RETURN MY CALL)

I WOULD THINK THAT FRONTIER WOULD  
HAVE RECORDS (MAINTANCE - REGULAR SCHEDULES  
TO CHECK ON THEIR BATTERIES TO SEE IF

THEY <sup>ARE</sup> GOOD OR NEED REPLACING.  
LIKE WHEN THEY LAST PUT NEW BATTERIES  
HOW OLD ARE THE ONE'S IN THEIR NOW?

I BELIEVE THAT THE BACKUP  
BATTERIES THRU OUT VALLE VISTA HAVE  
NOT BEEN MAINTAINED OR CHECKED ON  
FOR YEARS AND WERE BAD OR NOT  
WORKING. SO EVERY TIME THE POWER  
WENT OFF WE HAD NO LANDLINES.

I ALSO BELIEVE THAT SOMEONE IN  
MANAGEMENT AT LOCAL LEVEL OR  
FROM HIGHER UP MANAGEMENT WANTED  
TO LOOK GOOD BY NOT PUTTING NEW BATTERIES  
BECAUSE OF COST AND KEEPING COST  
DOWN FOR THE COMPANY! BY DOING THIS  
IT PUT ~~THE~~ A NUMBER OF PEOPLE  
IN JEOPARDY OF NOT BEING ABLE TO  
CALL OUT FOR HELP IN AN EMERGENCY!

ON 10-13-16 CALLED AZ CORP COMMISSION  
AND TURNED IN A COMPLAINT AGAINST  
FRONTIER AND TOLD MY STORY TO AN EMPLOYEE  
AT THE AZ CORP. COMMISSION OFFICE.  
SHE TOLD ME TO CALL FRONTIER AND REQUEST  
A REPAIR ORDER ON MY PROBLEM, WHICH  
I DID! REPAIR MAN FROM FRONTIER (STEVE)  
CAME OUT ON 10-14-16 AND TOLD ME THAT  
NEW BATTERIES WERE JUST PUT IN MID-AUGUST,  
BUT THAT WHATEVER ACTIVATES THE  
BATTERIES WHEN THE POWER GOES OFF  
WASN'T WORKING, BUT HE WOULD TO GET  
ANOTHER REPAIR WORKER THAT HAD MORE

KNOWLEDGE, I DON'T KNOW HOW MANY CUSTOMERS THAT ARE ON THESE BACK-UP BATTERIES WITH ME? BUT FRONTIER DOES!

ANYHOW, IT'S SUPPOSE TO BE FIXED. I WOULDN'T KNOW UNTIL THE POWER GOES OFF, IF I'M HOME, AND MY LANDLINE WORKS!

HARD TO BELIEVE THAT WHEN THE NEW BATTERIES WERE PUT IN MID AUGUST THAT THEY WOULD NOT CHECK OUT THE SYSTEM TO SEE THAT EVERYTHING WAS WORKING PROPERLY!

I HAVE ASKED AZ CORP COMMISSION TO INVESTIGATE MY COMPLAINT AGAINST FRONTIER AS TO HOW, WHEN AND WHY! (RECORDS, MAINTENANCE, LAST CHANGED) (MOHAVE ELECTRIC RECORDS ECT.) NEIBORS

AZ CORP COMMISSION NOW THAT I PUT IN A COMPLAINT, FRONTIER HAS TO CONTACT ME IN 5 DAYS, WHICH THEY DID BY PHONE ON 10-19-16 BY THE EXECUTIVE CUSTOMERS RELATIONS, RACHEL WALKHART 425-297-2041, I WASN'T HOME, ANSWERING MACHINE. CALLED HER BACK ON 10-20-16 LEFT MESSAGE, 10-24-16 KINDLY CALL ME BACK AND TOLD ME THERE IS NO REASON FOR THE COMPLAINT BECAUSE NEW BATTERIES WERE PUT IN ON 8-15-16 AND WAS FIXED.

MOHAVE ELECTRIC SENT A LETTER TO EVERYONE IN VALLE VISTA AND OTHER AREAS A WEEK BEFORE, THAT THE POWER WOULD BE OFF

ON OCT. 11 2016 FROM 10:05 PM TO 5:00 AM, 7 HRS, BECAUSE THEY HAD TO WORK ON SOME POWER LINE. (CAN VERIFY WITH MOHAVE ELECTRIC) THIS IS EXACTLY WHAT HAPPENS. I HAD NO LANDLINE AT 10:15 PM I CHECKED AND AT 4:00 AM AND AS SOON AS POWER CAME BACK ON AT A LITTLE AFTER 5:00 AM CHECKED MY LANDLINE AND IT WAS WORKING. THAT'S WHEN I KNEW MY LANDLINE WAS STILL NOT WORKING AND SOMETHING <sup>ELSE</sup> WAS WRONG!

THAT SHE TOLD THE BATTERIES ONLY LAST 8 TO 9 HRS AND YOUR POWER WAS OFF LONGER THAN THAT, WHICH TOLD HER THAT'S NOT TRUE. (MOHAVE ELECTRIC + OTHER CUSTOMERS CAN VERIFY) SHE ALSO TOLD ME WHEN MY LANDLINE IS NOT WORKING I COULD GO MY NEIGHBORS AND CALL A PROBLEM, BUT PROBLEM WITH THAT IS THEIR LANDLINE WOULD NOT BE WORKING EITHER! ANOTHER THING SHE TOLD ME WAS THAT I COULD ANOTHER GET CARRIER BUT NOT TRUE FOR A LANDLINE FRONTIER HAS CONTROL OF OUR LANDLINE IN VALLE VISTA. ALL THIS WAS TELLING ME TO GET A CELL PHONE AND DON'T BOTHER US, NO OFFER OF CREDIT FOR SERVICE NOT RENDERED, NO APATHY FOR CUSTOMERS TO CALL IN FOR EMERGENCIES. NO RESOLUTION!

THESE ARE THE REASONS TO GO  
FORWARD WITH MY COMPLAINT WITH  
AZ CORP COMMISSION ON FRONTIER  
AND GET DOWN INVESTIGATING AND  
FINDING OUT THE TRUTH OF THIS MATTER  
FOR ALL TO KNOW HOW FRONTIER IS  
TREATING THEIR CUSTOMERS, NOT ONLY  
ME.

Kim R. Gaines  
KIM R. GAINES  
7551 E. CAYUSE CT.  
KINGMAN, AZ 86401

CALL FOR MORE INFORMATION 928-757-8257

P.S. Hoping To Hear From You  
ON THIS MATTER.

Communications

*August 2016*  
*Called Again*

KIM R. GARDNER

ACCOUNT NUMBER: 928-757-8257-101097-5

PIN NUMBER: 5930

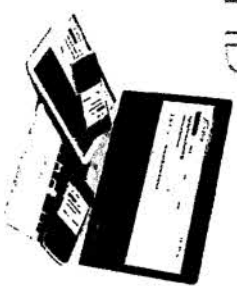
Billing Date	1/05/16
New Charges Due Date	1/25/16
Previous Balance	22.37
Payments Received Thru 12/21/15	-22.37
Other Charges & Credits	-11.86
Balance Forward	-11.86
New Charges	22.49
<b>TOTAL AMOUNT DUE</b>	<b>\$10.63</b>

*Cancel Payment*

*1-13-16*  
*#6975*

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1.800.921.8101  
TTY: 1.877.462.6606



REMAINING

**OTHER CHARGES AND CREDITS FROM PRIOR PERIOD(S)**

Local Line Charge -11.86

**FRONTIER MONTHLY SERVICE CHARGES FROM 1/06/16 to 2/05/16**

Single Party Residence Service 9.40

Touch Calling Service 1.36

TOTAL MONTHLY SERVICE CHARGES 10.76

**TAXES AND OTHER CHARGES**

Federal Taxes and Charges\* 10.19

State Taxes and Other Charges\* 1.54

TOTAL TAXES AND OTHER CHARGES 11.73

**TOTAL** 22.49

Detail of Taxes and Other Charges on Pg. 4 >

\*Includes Basic Charges

*11.86 line*





THESE ARE THE DATES AND TIMES FROM McHAVE  
ELECTRIC COOP RECORDS, SUBMITTED TO ME BY  
RICK CAMPOS <sup>MANAGER OF TONS</sup> ENGINEERING OPERATIONS AND SHE/ BY SINCLAIR OPERATIONS  
THAT SUPPLIES OUR POWER IN VALLE VISTA AND  
REPAIRS AND CORRECTS THE OUTAGES.  
Supt.

7-18-2015 16:29 - 13 MIN.

7-18-2015 15:57 - 17:34 - 1 HR. 37 MIN

8-23-2015 12:41 - 14:50 - 2 HR. 9 MIN

9-10-2015 17:25 - 17:30 - 5 MIN ALL OF VALLE VISTA

11-5-2015 9:00 - 9:04 - 4 MIN

12-15-2015 20:08 - 20:18 - 10 MIN ALL OF VALLE VISTA

6-19-2016 15:30 - 17:50 - 2 HR. 20 MIN

8-22-2016 19:58 - 20:04 - 6 MIN ALL OF VALLE VISTA

8-22-2016 23:46 - 6:05 - 6 HR 19 MIN

10-11-2016 22:00 - 4:55 - 6 HR 55 MIN ALL OF VALLE VISTA

McHAVE ELECTRIC SHOWS 261 METER OFF THE FEED  
OF ELECTRIC POWER TO MY HOUSE, WHICH, WHEN MY  
POWER GOES OUT SO DOES ALL OF US GO OUT! NOW,  
IF THE BATTERIES WERE NOT WORKING NONE OF US  
WOULD HAVE A LANDLEINE FOR EMERGENIES, BUT WE  
WOULD STILL BE PAYING TELEPHONE BILLS FOR SERVICES  
NOT RENDERED!

I DON'T KNOW IF ALL OF FRONTIER CUSTOMERS THAT ARE ON  
THE MESA DR AND CHAPARRAL BOX OF BACKUP BATTERIES ARE  
ON MY ELECTRIC POWER SOURCE, ONLY THEIR RECORDS  
WOULD SHOW THIS, PLUS MAINTANANCE RECORDS AND  
BATTERY REPLACEMENT LOG!

# FRONTIER COMMUNICATION COMPLAINT: 11-22-16

TO WHOM IT MAY BE CONCERNED:

FRONTIER REPAIR MAN DAVE CALLED ME TO SET UP A DATE TO COME OUT TO MY HOUSE AND CHECK ALL OF MY TELEPHONE JACKS FOR A LANDLINE, 11-23-16 WE AGREED TO A 9:00 AM APPOINTMENT, WHICH DAVE SHOWED UP, BUT I ASKED IF HE WOULD MIND IF I COULD ASK A FEW QUESTIONS ABOUT THE SYSTEMS PROCEDURE OF A LANDLINE. HE SAID HE WOULD IF HE KNEW!

QUESTION ONE: WHERE IS THE BOX THAT HOLDS THE BACKUP BATTERIES LOCATION FOR MY AND OTHERS ON MY LANDLINE - AT CHAPARRAL AND MESA.

QUESTION TWO: HOW MANY BACKUP BATTERIES ARE IN THIS BOX? ABOUT 12 TO 16 HE THINKS!

QUESTION THREE: IS THERE A MECHANISM THAT ACTIVATES THE BATTERIES WHEN THE POWER GOES OFF? YES - AUTOMATICALLY!

THIS IS WHAT HAPPEN AFTER 10-11-16 7 HRS OUTAGE OF POWER BY MOHARR ELECTRIC. FRONTIER CLAIMS IT WAS A POWER SURGE THAT CAUSED THE MECHANISM TO MALFUNCTION ON THE BACKUP BATTERIES AND THATS WHY I DIDN'T HAVE LANDLINE FOR THOSE 7 HRS. BUT I DID HAVE A LANDLINE AFTER 5:00 AM WHEN THE POWER CAME BACK ON. I CAN'T FIGURE THIS OUT?

DAVE THE REPAIR MAN DIDN'T KNOW

HOW OR WHEN THIS WAS FIXED BECAUSE HE DOESN'T HANDLE THIS TYPE OF REPAIR.

QUESTION FOUR: HOW MANY OTHER CUSTOMERS WOULD BE INVOLVED IN THIS POWER OUTAGES ON THEIR LANDLINE TOO, WITH ME?

HE SAID POSSIBLY 200 TO 300 CUSTOMERS, DIDN'T KNOW FOR SURE, BUT FRONTIER WOULD KNOW BY THEIR RECORDS, BUT COULDN'T GIVE ANY FIGURES!

QUESTION FIVE: I THEN ASKED HIM HOW MANY OTHER BOXES THAT HOLD BACKUP BATTERIES ARE IN VALLE VISTA AND WHERE ARE THEIR LOCATIONS? HE SAID 3 TO 4, BUT WASN'T SURE OF THEIR LOCATIONS.

QUESTION SIX: DID HE KNOW IF THE BACKUP BATTERIES WERE WORKING PROPERLY, HE DIDN'T KNOW, BUT THERE SHOULD BE RECORDS FRONTIER HAS TO SHOW THEIR REPLACEMENTS AND MAINTANCE!

QUESTION SEVEN: WAS THERE ANY GENERATOR TO THE BACKUP BATTERIES TO RECHARGE THEM? HE SAID NO AND THAT BATTERIES WOULD ONLY BE GOOD FOR ABOUT 8 TO 9 HRS. AND THEN <sup>THEY</sup> WOULD HAVE TO BE CHARGED BY ELECTIC POWER!

QUESTION EIGHT: WHY ARE YOU NOW CHECKING ON MY TELEPHONE JACKS IN MY HOUSE AND ARE YOU GOING TO CHECK ON THE OTHER 200 TO 300 CUSTOMERS TOO?

HE GOT TOLD TOO AND NO ON THE OTHER 200 TO 300 CUSTOMER UNLESS THEY COMPLAIN!

DAVE FROM FRONTIER THEN TOLD ME HE WAS ONLY A REPAIRMAN AND DIDN'T HANDLE PROBLEMS ABOUT THE BATTERIES.

HE THEN CHECKED ALL MY TELEPHONE JACKS IN MY HOUSE TO SEE IF THEY WERE WORKING, WHICH THEY WERE! TO HAVE MY LANDLINE WORKING PROPERLY. HE THEN WENT OUTSIDE TO MY ELECTRIC BREAKER BOX AND TURNED OFF THE POWER TO MY HOUSE AND I HAD NO LANDLINE, HE THEN TURNED IT BACK ON AND I HAD MY LANDLINE WORKING AGAIN. SO, I ASKED IF THIS WAS ALL THAT I WOULD HAVE DONE TO SHOW ME MY LANDLINE WAS WORKING PROPERLY AGAIN, HE SAID YES! ~~I~~ I COULD HAVE DONE THIS MYSELF FRONTIER WOULD HAVE TOLD ME! I HAVE BEEN WORRYING ALL A LONG THAT I WOULD HAVE TO WAIT FOR ANOTHER POWER OUTAGE FROM MONAVE ELECTRIC TO FIND OUT IF MY LANDLINE WAS WORKING PROPERLY AGAIN. WHY DIDN'T FRONTIER NOT DO THIS PROCEDURE SOONER, HE DIDN'T KNOW!

ANYWAY, HE THEN PROCEEDED TO CHECK THE SMALL BOX BELOW MY ELECTRIC PANEL OUTSIDE TO SEE IF IT WAS WORKING, IT WAS, BUT HE COULDN'T GET THE LID

OFF AND BROKE THE BOX, SO HE PUT  
IN A NEW BOX, MIND HAD BEEN IN  
FOR NINETEEN YEARS, WITH NO PROBLEM!  
HE THEN PROCEEDED TO CHECK THE WIRES  
FROM MY HOUSE TO THE TAIL SOMEWHAT  
GREEN BOX IN THE ESSEMENT AND THEN  
ALL THE WAY DOWN TO THE BOX THAT  
HOLDS THE BATTERIES FOR MY AREA ON  
CHAPERAL AND MESA AND SAID EVERYTHING  
WAS WORKING OK, PROBLEM SOLVED  
NOW 11-23-16 BUT NOT 8-15-16,  
WHEN THE NEW BATTERIES WERE PUT  
IN AS FRONTIER'S EXECUTIVE CUSTOMERS  
RELATIONS, RACHEL WALKHART - 425-297  
2041 UP IN EVERETT, WA. TOLD ME.

I DON'T KNOW YET IF THE ARIZONA  
CORP. COMMISSION WILL KEEP ON INVESTIGATING  
MY COMPLAINT AGAINST FRONTIER OF  
HOW, WHEN AND WHY NOW THAT MY  
PROBLEM IS FINALLY SOLVED AND THE OTHER  
CUSTOMERS ON THE SAME LANDLINE ARE  
TOO! I HOPE?

I THINK THEY SHOULD BECAUSE WITHOUT  
YOUR LANDLINE YOU'RE UNABLE TO CALL OUT  
FOR HELP IN A LOT OF EMERGENCIES.  
THERE SHOULD ALSO BE SOME REIMBURSEMENT  
FOR PAYING YOUR TELEPHONE ALL OF THIS  
TIME TO FRONTIER AND NOT GETTING THE  
SERVICE! THEY SHOULD ALSO BE FINED  
OR PENALIZED IN SOME WAY FOR NOT MAINTAINING  
THEIR BACKUP BATTERIES TO THEIR CUSTOMERS  
AND POSSIBLY PUTTING US IN HARM'S WAY

OF A POSSIBLE LIFE AND DEATH SITUATION!

I'M LOOKING INTO GOING TO THE  
FEDERAL COMMUNICATIONS ~~COMMISSION~~ <sup>COMM.</sup> IF THE ARIZONA CORP  
COMMISSION DOESN'T ACT ANY FURTHER  
OR INVESTIGATE ON HOW, WHEN AND WHY  
THIS HAPPEN ON MY COMPLAINT ON FRONTIER!  
THEN POSSIBLY A CLASS ACTION SUIT!  
HAVE TO LOOK FOR A LAWYER?

AND THE STORY GOES ON!  
SOMEONE NEEDS TO BE ACCOUNTABLE!  
ANYBODY FROM VALLE VISTA THAT HAS  
ANY KNOWLEDGE ABOUT THIS SITUATION,  
CAN CONTACT ME AND LET ME KNOW  
I WOULD LIKE TO HEAR FROM YOU.

KIM R. GAINES  
7551 E. CAYUSE CT.  
KINGMAN, AZ 86401  
VALLE VISTA

CALL ME - 928-757-8257

I GAVE THE FIRST PART OF MY STORY  
TO THE DAILY MINER AND THE STANDARD  
NEWSPAPER. THE STANDARD PUT IT  
IN THEIR NEWSPAPER 11-23-16, BUT  
THE DAILY MINER HAS NOT RESPONDED YET.  
DON'T KNOW WHY?

## NATURE OF RELIEF SOUGHT: 2016-135102

1. THAT THE BASIC RATE OF THE TELEPHONE BILL BE GIVEN BACK TO ALL ITS CUSTOMERS THAT ARE HOOKED UP TO THE MESA DR AND CHAPPERAL BOX WHERE THE BATTERIES WERE NO GOOD, FROM THE PERIOD OF 7-18-15 TO 10-14-2016.
2. THAT A GENERATOR SYSTEM BE PUT IN VALLE VISTA, SO WHEN BACKUP BATTERIES RUN OUT OF POWER IN 8 TO 9 HRS, THE GENERATOR SYSTEM WOULD KICK IN FOR A LONGER PERIOD OF TIME UNTIL THE ELECTRIC POWER IS RESTORED, SO WE CUSTOMERS WOULD BE ABLE TO USE OUR LANDLINES FOR EMERGENCIES!
3. FRONTIER HAS TO BE HELD ACCOUNTABLE FOR THEIR COST SAVING SCHEME, EITHER LOCAL OR HIGHER UP MANAGEMENT ARE RESPONSIBLE, PUTTING THEIR CUSTOMERS IN JEOPARDY BY NOT BEING ABLE TO CALL OUT ON A LANDLINE FOR EMERGENCIES FINES AND PENALTIES ARE A MUST!
4. AS FOR ME, THIS HAS BEEN A VERY STRESSFUL BATTLE, NOT ONLY IN COST TO ME (COPIES, POSTAGE, STATIONARY, TIME, GAS, ETC.) BEING LIED TO, BEING MADE TO LOOK LIKE I'M THE BAD ONE!

THERE SHOULD BE SOME COMPENSATION TO ME FOR BEING THIS INJUSTICE TO A CLASS! THIS HAS BEEN ONGOING COMPLAINT FOR 5 MONTHS WITH YOU THE ACC, PLUS THE FCC, ATTORNEY GENERAL'S OFFICE CIVIL AND CONSUMER AND THE FTC.

I FEEL I DESERVE A BIGGER COMPENSATION FOR GOING THRU ALL OF THIS TROUBLE AND HARDSHIP TO MAKE RIGHT A PROBLEM THAT SHOULD HAVE NEVER HAPPEN, FOR FRONTIER TO LET THE BATTERIES GO BAD AND PUT TWO TO THREE HUNDRED OF CUSTOMERS IN HARMS WAY, BY NOT HAVING A LAND LINE FOR EMERGENIES JUST TO SAVE MONEY.

ALL THE TIME WE CUSTOMER'S WERE PAYING FOR SERVICES NOT RENDERED, ALL OF THE TIME, NOT FOR JUST OUTAGES!

Sincerely,

Kim R. Lewis