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ARIZONA CORP. COMMISSION

JUNE 26, 2017

ATT: KAY MECCA, DOCKET ADMINISTRATOR

DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

1200 W. WASHINGTON ST.

JUN 26 2017

PHOENIX, AZ 85007

DOCKETED BY

GB

DOCKET No. T-01954B-17-0064

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 JUN 26 A ID:

DEAR MS. MECCA:

IN RESPONSE TO FRONTIER UTILITIES RURAL CO. REQUEST FOR MY COMPLAINT TO BE DISMISSED BECAUSE THEY SAY ITS THEIR TARIFFS AND TERMS AND CONDITIONS OF SERVICE AND IS WORKING PROPERLY NOW.

IT ONLY TOOK OVER A YEAR FOR FRONTIER TO FINALLY FIX THE PROBLEM. FRONTIER DID NOT MAINTAIN THEIR EQUIPMENT FOR ITS CUSTOMERS, THAT THEY WERE SUPPOSE TO BE DOING AND WE THE CONSUMER WERE PAYING FOR THIS SERVICE, BUT NOT RECEIVING THIS SERVICE IS FRAUD AND FRONTIER SHOULD BE HELD ACCOUNTABLE!

I WOULD HOPE THE COMMISSION WOULD WANT TO FIND OUT HOW, WHY AND WHEN OF WHAT OCCURED AND WHY IT TOOK FROM DEC 2015 TO AUG 2016, 8 MONTHS, TO REPLACE THE BAD BATTERIES AND THE SYSTEM STILL DIDN'T WORK BECAUSE

OF ANOTHER PROBLEM, UNTIL 10-14-17!
FIND OUT THE TRUTH, LOOK INTO MAINTANCE
RECORDS, CHECK LOG ON THE BATTERIES.

AS FAR AS PROVIDING A REFUND TO ALL
IT'S CUSTOMER'S, 200 TO 300, THAT WERE
AFFECTED ALSO ON MY LANDLINE AND ARE
NOT UNDEFINED, FRONTIER HAS RECORDS
OF WHO IS PAYING THEIR TELEPHONE BILL AND
NOT GETTING THIS SERVICE EITHER FOR THIS
PERIOD OF TIME SERVICE WAS OUT!

IT WOULD BE A UNJUSTICE AND UNFAIR
TO ALL OF THE CONSUMERS WHO RELIES
ON THEIR LANDLINE (LIFE-LINE) FOR ALL
TYPES OF EMERGENCIES, WHEN THE POWER
GOES OFF, IF THE AZ. COP. COMMISSION
DISMISSED THIS COMPLAINT ON FRONTIER
CITIZENS UTILITIES RURAL CO.

Sincerely,

KIM R. GAINES
Kim R. Gaines

COPY SENT:

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