



News Release

CITY MANAGER'S OFFICE

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Highland Village Mayor Contacts PUC Regarding Frontier Communications

Many residents continue to have issues with Frontier Communications since they took over Verizon Fios service in Texas. As the Public Utility Commission is the organization responsible for regulating telecommunication services in Texas, Mayor Wilcox has submitted a letter to the Commission on behalf of Highland Village residents. The letter was also sent to Senator Jane Nelson, Representative Tan Parker and Representative Ron Simmons. If a resident has questions or issues, they should contact Frontier customer service at (800) 921-8101 or online at <http://meetfrontier.com/contact-us> and select "click to chat". Frontier customer service for business accounts is (800) 921-8102. If needed, Frontier Communications as provided management numbers to address customer issues; consumer customers can contact Senior Manager Sandra Dupar at 972-399-0823 or email at Sandra.dupar@ftr.com or Senior Manager Holly Fergus at 469-646-9056 or email at Holly.r.fergus@ftr.com; business customers can contact Senior Manager Michael High at 469-646-9193 or email Mike.high@ftr.com.

If issues are unresolved, a resident can contact the Public Utilities Commission.



OFFICE OF THE MAYOR
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May 4, 2016

Chairman Donna Nelson
Commissioner Kenneth Anderson
Commissioner Brandy Marty Marquez
Public Utility Commission
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Chairman and Commissioners,

I am writing to you on behalf of our residents regarding the problems and issues involving Frontier Communications in Texas. Highland Village, a small city with a population of 15, 500, is home to many home-based businesses. The livelihood of these home-based businesses is dependent on reliable telecommunication services. Unfortunately, many residents have not had reliable phone or internet service for over a month now.

As you are aware, the transition from Verizon to Frontier Communications has been beset with issues. We have received numerous complaints regarding Internet and phone outages, loss of On Demand programs previously purchased, long waits to reach customer service representatives and then when they do get through they are met with terrible customer service.

As the government organization tasked with protecting customers, resolving customer complaints and regulating the services of telecommunication utilities I respectfully request you conduct a full investigation into Frontier Communications and the issues impacting our residents. Not only is a full explanation needed, resolution to the ongoing issues is imperative. Frontier Communications must improve their customer service and they must do it swiftly.

Please express our frustration with Frontier Communications, require them to give you a schedule for restored service and hold them accountable to that schedule. Strongly urge them to revamp their customer service policy and immediately implement a new and improved customer service standard.

Thank you for your time.

Charlotte Wilcox
Highland Village Mayor

CC: Senator Jane Nelson
Representative Tan Parker
Representative Ron Simmons