

# Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

165

PARTICIPANTS

4

TOPICS

224

ANSWERS

4

REPLIES

141

VOTES

## SUMMARY OF TOPICS

### HAS FRONTIER COMMUNICATIONS COMPLIED WITH THE COMMISSION'S SERVICE QUALITY RULES? 93 Answers · 0 Replies

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**Jeff Taxdahl** · Citizen · (Postal Code: unknown) · Feb 17, 2018 6:49 am

 12 Votes

From 2/09/18 to 2/12/18 our Internet service with Frontier was out. Completely offline. I know of at least one business in Jordan that could not take credit cards for payments because of this-customers were required to pay in cash.

When contacted, they said the whole 952 area code was out, that they were aware of and working on restoring the outage. This is a common occurrence with Frontier DSL service in rural Scott County. The Internet service is often too slow to use, or just off line completely. The frustration is magnified by the fact that there are all alternative services available in the marketplace. There is no incentive for Frontier to fix the problems or upgrade the service since the customers are beholden to them.

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**Graham Adams** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:19 am

 8 Votes

We have had Frontier for a little over 2 years and have had nothing but problems. Internet is constantly out for days sometimes weeks at a time. I think it's popesterous they can charge me \$42 a month for 5 mbps service that is inconsistent at best. Because we live outside city limits Frontier is the only internet service available. I'm was so elliated to hear Frontier was under investigation as this company is a complete joke.

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**Richard Christenson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:38 am

 9 Votes

We were promised 1 mg speed, but have rarely received it over the past 10+ years. In fact our Internet service disconnects many times a day. When I call in they try to tell me we are diconnecting it! One time the tech told me it had disconnected more than 350

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time in the past few weeks... 8 times that morning. They do not offer credit for services not rendered. We have had technicians here many times and the problems never get solved.

If anyone at the state level reads this, please respond with an "ok".

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**Chris Colucci** · Citizen · (Postal Code: unknown) · Feb 17, 2018 11:57 am

👍 9 Votes

We have been with Frontier since 2005 only because the email account is tied to everything. The service has never been without fault. In the evenings when I go to use my internet to stream video (which is the only time I get the chance) I am unable to connect to the internet, when I do it tends to kick me off or buffer in the middle of a show. I don't connect my cell phone to our home wifi because it takes forever to download anything and my emails don't update. I have called many of times where the employee on the other end has no remedies for the inconsistencies in service. I have been told they were updating our area many times which if they have we haven't been able to tell. The employee on the other end tends to agree with how unsatisfied we are. Why are we paying for a service when we are not getting the service that we are paying to be provided.

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**Candice Kantor** · Citizen · (Postal Code: unknown) · Feb 17, 2018 1:16 pm

👍 5 Votes

We have only had Frontier service for about 10 months, but it has been far from quality service. Our service frequently goes through periods where it will cut out at least a few times a day, sometimes so many times that the internet is completely unusable.

Once after the unusable period lasted several days I finally called customer service. They noted that it was cutting out several hundred times per day, but told me it would be several days before a technician could come to our house. When the technician finally came out, they made an attempt to fix the issue, only to have the service for our entire area completely cut out during their visit. The technician left saying things should be fixed when the area was restored with service. Not true. Instead of calling again, my husband figured out how to fix the service. Their trained technicians provided worse service than someone with just a general computing background. When I was trying to contact customer service, it took me numerous tries to even be connected to a representative, my call kept being dropped.

If we had another reasonable alternative, we would take it. We only pay for a slower speed service from Frontier because I refuse to pay for the faster speed that we would like only to be paying more for service that is still spotty at best.

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**Emmalee Benz** · Citizen · (Postal Code: unknown) · Feb 17, 2018 2:42 pm

👍 5 Votes

I know numerous people in Le Sueur County who would say never use Frontier's services. They overcharge, change their rates as they please, and their internet service is almost non-existent. Being that they are only option for those who do not live within city-limits they have been getting away with it. We were told we'd be able to run 4-6 devices and are only able to run 1 device, with loading every few minutes. We had our internet go

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out for about a week and a half and they told me it was resetting 1,000+ times in the last 3 days. They only gave about \$5 of credit off my bill because only 4-5 days passed from the time I filed the complaint to the time it was fixed, even though they could see that the issue had been ongoing longer than 4-5 days.

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**Don Stephens** · Citizen · (Postal Code: unknown) · Feb 17, 2018 2:53 pm

👍 5 Votes

I live in the country and we have had Frontier for many, many years. When the internet first became available to us we jumped on the opportunity. Big mistake. Our internet service is terrible. We have called numerous times complaining about the service. Every time a technician comes out they tell us the same thing. We are the last ones on the line and naturally we are going to have slow service. But they have no problem charging us the same price as the first person on the line.

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**Michael Oveson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 3:34 pm

👍 6 Votes

My family lives in the Northland and internet service options are very limited out in the country. We were with frontier for maybe 11 months and couldn't do it anymore. To be charged 65 a month and promised 5mbps only to get on average MAYBE 300kbps. That's horribly slow! They replaced our modem numerous times to no avail then as I pressed them I got all the way up to the regional engineer. This guy proceeded to tell me that they have no intention of fixing this issue anytime soon but promised away the end of the tunnel was coming because they got government money so they HAD to do upgrades. A week after my internet went down again for about 4 days, I called up customer service and they sent out a tech about 2 days later. The tech told me they haven't been told of any upgrades happening anytime soon and there wasn't anything they could do about my service being out. I just had to wait they said. This is unacceptable, frontier gets away with this because they KNOW that we people who live outside of city limits do not have a choice and are forced to go with frontiers awful service. My internet the entire time I had them never worked for a full week. It cost my wife a class for her school. The state needs to do something about this because frontier has no intentions too, they just keep promising away for years they will.

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**Christopher Krolak** · Citizen · (Postal Code: unknown) · Feb 17, 2018 3:39 pm

👍 4 Votes

I have been a Frontier Communications customer for about 4.5 years. I live in an area where there isn't a lot of competition for high speed internet. I pay \$30 per month for "up to 6 Mbps" service but real world speeds are best case 2 Mbps and fall to 0.3 Mbps during peak times. When I've called about the large discrepancy between advertised speed and actual speed, Frontier has responded that the area I live in is only provisioned for about 2 Mbps speed and an infrastructure upgrade is required. Frontier is unwilling to give any timeline forecast for when such upgrade will be made. In addition, the internet drops out frequently under peak times. I have asked for price concessions since there is no possible way I can get near the advertised speeds at my location, the most they have offered is \$5 off their standard \$35/mos price.

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**Joni Johnson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:57 pm

👍 4 Votes

I pay for high speed. Can't even watch a Netflix movie or my Prime. Internet quits at least 4 times during. Internet service disconnects at least 5 times a day. When I first had their service connected about two years ago, I couldn't stream movies in three different rooms with no problem. After an electrical storm hit my phone line and fried my box, they came to bring me a new one. Service Has been really bad ever since. They have come out numerous times and nothing has happened. When I called to tell them that I will pay whatever for the service I had to begin with, they say that I had never had it. They say it's not available in my area. Then how did I get it before??

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**Amy Shattuck** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:35 pm

👍 4 Votes

We are in a remote 651 area code and get very slow service, if it is working at all. We used to call Customer Service almost weekly but they never did anything to help us so we haven't called them for the past six months. Initially they offered us a \*special, one-time credit\* of \$10 for a specific month when we'd been completely without internet for 5 days. We had to have a 1.5 hour long conversation to even get them to cough that up. Another time I called them, I wasn't even able to run the speed test that they suggested because the connection was so poor. Usually when we called Customer Service, they would suggest that we upgrade our account to the business account so my husband would be able to work from home with decent connection. I replied that we don't get what we pay for NOW, so why should we pay more for their lack of service? Typically when they are willing to send a Customer Service rep to our place to check our equipment, the tech rep can't make it for 3-4 days - and then admits to us that the bandwidth in our area is insufficient, but that Frontier probably won't do much about it since we live in a remote area. Streaming anything on Netflix (even on a weekday evening) is a joke. A 42 minute episode of anything takes about 85 minutes to watch due to reloads. I've told them many times that if there were a better option, we would NOT be Frontier customers, but they don't care because they basically have a monopoly in this area. THANK YOU for investigating them! Frontier is such a poor excuse of a company. The only thing that rivals their poor connection speeds is their poor customer service!

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**Amy Shattuck** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:37 pm

👍 4 Votes

Additionally, we pay for 6 Mbps (DSL) and they tell us that all they REALLY have to give us is 2.2 Mbps. However, what we actually GET is typically 0.2 Mbps. With this math in mind, we should be paying 1/30 of our bill each month!

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**Melody Morphew** · Citizen · (Postal Code: unknown) · Feb 18, 2018 1:10 am

👍 3 Votes

I have been a customer since 2008. Only reason being is that it is the only landline phone service available in my area. I have nothing but harsh word in regards to their internet service, particularly WiFi connection. In the past year I have upgraded my internet package twice whereas now it is at its max plan of 24 Mbps. Rest assured, I can

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ALWAYS count on having to reset my router NUMEROUS times in one setting. It does not matter if one person in the household is using WiFi or 4 people, connection still gets lost. I have complained about my router n the possible need for replacement, they do an online check of my router connection and all is good. I have been told that they are currently having problems in our area and are looking to fix this problem but would not give any definite date as to when this would be evaluated which additionally I was told, probably wouldn't be anytime soon. As far as charges, let's just say when I went onto this max broadband package, I was charged \$15 for new equipment fee but was told no new equipment would be installed. I inquired as to why the charge when there would be no new equipment, and was also told this plan was not a contract, however, upon paying my bill last month, I noticed it appears I am contracted until 2020. luckily for me, I did this all thru the online chat and was able to print off our conversation just in case I was getting a spew of lies. All n all, this 24 Mbps is no better than the 5 I had before hand. The ironic thing, it did seem to be much better for a few days, then it was like it turned to crud again. Also, upon upgrade, my phone service stopped showing caller ID and no longer has the voice mail. I was told the phone package would remain the same. Called to inquire (kept getting disconnected online, naturally), had gone thru a few CSR explaining both problems but have since only gotten my caller ID back on. I still have yet to get voice mail. Due to the inconvenience and headache of it all, I have yet to call yet again about the voice mail. One thing good I can say...the CSRs I have dealt with have all been friendly and I believe have tried their best.

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**Chris Capaul** · Citizen · (Postal Code: unknown) · Feb 18, 2018 5:26 am

👍 4 Votes

We live in a small town and Frontier and a cable company are the only options for internet. Our internet constantly was crashing, tried customer service but waiting on the phone for a half hour plus is ridiculous. Finally e-mailed the company and received a reply, however over the course of two weeks the person said they were unable to contact me. Left my cell phone number several times never received a call , they claimed they tried. Tried e-mailing back but they were unable to find my account. After a couple weeks of no response from them I gave up. If there was a good option I would drop frontier immediately. Anytime you try to call in for service it is a waste of time. Long hold times, disconnected.

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**Melody Morphew** · Citizen · (Postal Code: unknown) · Feb 18, 2018 9:19 am

👍 5 Votes

Facebook has 10+ groups on customer complaints...such as Frontier Communication Complaints...Frontier Communication Stinks....Frontier Communications Sucks....Frontier Communications should be sued, etc. One group alone has over 600 members!

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**Jennifer Dotzenroth** · Citizen · (Postal Code: unknown) · Feb 18, 2018 10:24 am

👍 2 Votes

We have been subscribers of this product for over 10 years. Frontier is the only service provider in the area. After 50-75 hrs of phone calls to Frontier. Service never improves. New trunk lines may make a difference, however there are \$\$\$ costs associated with that. Technicians that come to the house are always very friendly and helpful within the parameters they have to work within. At one point we had to wait over one year for lines

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to be buried. The contract servicer that initially showed up saw the job and turned around and left. Again after following up multiple times with Frontier we were given the run around. Over a year later a former contractor returned to the area and completed the job. In the interim they had lost our address and work order ..... the story goes on and on. To sum it up. We pay for a product that has constant problems and often times does not work at all. There needs to be some resolution with internet in rural communities.

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**Donna Benecke** · Citizen · (Postal Code: unknown) · Feb 18, 2018 11:43 am

👍 4 Votes

Donna Benecke at February 18, 2018 at 11:33am CST

I totally agree with Jeff. Our service was also out for those days. Two of our neighbors called Frontier and were told they had not heard about this issue. They were also asked for their social security number. When they refused to give it, they were hung up on. We tried calling and the employee refused to give us their employee number. Just some very weird conversations with them. Our average service speed is .25 mgs. which is terrible. We have had this issue for YEARS. If one of us is on the internet and someone else tries to go on, they both stop working. When we call, we are either told that we need new equipment or that's as good as you are going to get. lots of users and old equipment. We are so tired of this.... I wish we could get a new provider that we actually get service from. If there is a product out there that is better, we will jump on it. Frontier is awful.

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**Brenda Hibbard** · Citizen · (Postal Code: unknown) · Feb 18, 2018 12:10 pm

👍 4 Votes

comment...We are definitely not getting the services we are paying for. We pay 275.00 a month and services are down often, responses to services take a week or longer, they do not tell us when maintenance is being done. When we call in they tell us that they are doing maintenance and that service will be down for hours. We are paying for a business line and do not get treated as a business should be treated. Service is very spotty, goes down daily for periods of time. We will be in the middle of something and then service goes out for several minutes at a time, several times a day. They are the only option out in this area.

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**Debra Davis** · Citizen · (Postal Code: unknown) · Feb 18, 2018 12:28 pm

👍 4 Votes

Frontier is the only option that I know of for cannon falls, mn. If we had other choices we would for sure switch. Internet goes out all the time, usually daily.

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**Jennie Maine** · Citizen · (Postal Code: unknown) · Feb 18, 2018 1:30 pm

👍 4 Votes

I have been with Frontier for over 30 years. Our internet is supposed to be high speed and it is not. We are constantly being kicked off, takes forever to load anything, and I get a lot of comments that I am not connected, then I am, then I am not. It goes out a lot of

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time. When you call for help they laugh and tell you that you only have so many mg- I remind them I am paying for high speed and not getting it- also my service is constantly on - off during the day. They give the same old answer- well that is when it is busy- even though the time seems not to matter. When we were out for days- they said it was because they were upgrading wires. Now it is even more off and on. I have lots of problems with our email account also. When we had a tech guy come out he told us that the new wires go up to the main transfer box-BUT- they will not get the part to connect the wire to the box. He was frustrated and kept apologizing. Then as people retired- we went from 4 repair men to 1! There is no way he can handle all the problems alone. They just do not care and since they are they only ones that we can get around here we are up a creek. I would drop them in a heart beat- the service is sooooo bad. WE are not getting what we paid for, they do not care as they have gotten larger, and since we are a rural area- we have no options and they know it. We need the government to step in and do something with them. We have no options so we have no power. If we have options- everyone would drop them and then they would make changes when it hit them in the pocketbook.

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**Tina Osfar** · Citizen · (Postal Code: unknown) · Feb 18, 2018 1:43 pm

👍 4 Votes

Frontier is the only option there is in Franconia, MN. We are very lucky when the internet works. They will not credit for the time it is down which is quite frequently and this having to reboot the modem multiple times a day is getting very tiring. My employer is having the same issues as I am and frontier refuses to replace equipment. I first started having these issues was a couple of years ago, called and spoke with someone in customer service and all I would get is that they are updating their system. Things should be back to normal soon, I ask how soon or what the ETA would be and I would get an I don't have a specific ETA. Our bill has since gone up \$30.00 in the past 6 months and internet service has not gotten any better only worse. About a year and a half ago, we had to have a technician come out to the home to see why there was no phone line, and he ended up having to come into the home to look, in which the only person home was my 17 year old daughter. He said there would not be a bill for this service call, but we were still billed for an hour of his time. Spoke to customer service and they refused to take that off the bill and said if we do not pay it, we would be disconnected.

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**Steve Kronmiller** · Citizen · (Postal Code: unknown) · Feb 18, 2018 3:19 pm

👍 4 Votes

I ditched Frontier as soon as MidCo became available in my neighborhood in Scandia. The field crews are always friendly and very helpful. However the customer service staff never knows anything. They didn't even know when field work was being done in my area.

I cut my internet bill in half by switching to MidCo. I got off slow DSL lines and now have access to 100+ Mbps.

In January of 2017, Frontier promised Scandia to have 60 Mbps for everyone in the 651-433-xxxx exchange by the end of 2018. Now I hear they will be starting work in the NE part of the City in spring. Many residents have been told they will never get off DSL.

The feds gave Frontier a ton of money to bring internet to our unserved areas in northern

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Washington County. Now we are hearing we may not get it. Who holds these companies accountable?

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**J. Smieja** · Citizen · (Postal Code: unknown) · Feb 18, 2018 3:27 pm

👍 3 Votes

I'm not sure if they comply with the standards, but here on the west side of Hennepin county their service quality is much better than Mediacom's. We constantly had problems with Mediacom service outages, but have had 0 occurrences since switching to Frontier in the fall of 2017. If Frontier is under investigation for quality, then Mediacom should be also. I know a lot of nearby residents who feel stuck with Mediacom as the only high speed Internet provider while just as unhappy with the quality as I was.

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**Jennifer Clemmerson** · Citizen · (Postal Code: unknown) · Feb 18, 2018 4:40 pm

👍 3 Votes

We live in the country, and this is our only option. Speeds are very slow, and calling in leads to big wait time o. the phone for service. Recently ours went out for 5 days, and when i called, i was told i had to call back to receive any kind of credit. I would change services if another was offered in our area.

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**Sylvia Svihel** · Citizen · (Postal Code: unknown) · Feb 18, 2018 8:15 pm

👍 3 Votes

We have been a customer of Frontier's for 41 years as it has been the only land line in our area. Our phone, internet and Dish service are tied into the same package. The prices keep going up. We did upgrade our service for a faster speed but we see zero improvement on the speed...just an even higher bill. I have lost track of how many times we have contacted Frontier on lost service. They usually just say it's the modem and to reboot it and everything will be OK. I reboot the modem, sometimes multiple times a day. One of the last times I called them they told me they were having trouble with our whole area and were looking into a fix. Nothing was fixed. Slow internet speeds or no internet at all, rising prices with nothing to show for it and no choice to change anything if you want to keep your landline.

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**Pat Luke** · Citizen · (Postal Code: unknown) · Feb 18, 2018 8:53 pm

👍 1 Votes

Below is a email written to the Regional Service Director at Charter who said he knew some at Frontier he could forward my email to.

December 27, 2017

Dear Mr. Haggerty,

Thank you for your offer to forward my letter to your contact at Frontier Communications. I am hoping for resolution to an ongoing issue. I am afraid of Charters tactics with Triple Play (as I do not want it) though their speeds look attractive. I think customer service at any of these looks less than desirable.

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Wrote this before Christmas, had such disappointing service I signed with Spectrum/Charter online for installation on December 29. I phoned yesterday with a Question about router compatibility (fifteen minute wait), Representative was very helpful and courteous. I called later in the day with another Question and found out my 6 p.m. appointment would not work because of keeping my phone number. This has to be done before 3 p.m.. I now have an appointment at 8 a.m. on the 4th. I will have to take time off work for this and hope to find resolution. It might be a good item to communicate to those joining online.

I have been a long time Frontier customer using phone and then adding internet service. Back in December 2016 my bill reads that I had Broadband Max which today on Frontiers ad reads as up to 24 mbps for 24.99. In April of 2017 I noticed some internet speed issues (running at 3 mbps) and went online to see what upgrades might be available as my internet usage has increased. I called and spoke to a representative who said my internet plan should give me up to 6 mbps and I could upgrade to Ultra (12 mbps with phone) for 56.43. I was told the service would be adjusted by the next day. The next morning I had no internet service for a week. We called and called each time spending at least an hour on the phone. Once service was restored we had 12 mbps for a day or two before service went 6 mbps or less. This has gone on for several months now with service dropping to 0 mbps while using the computer. Rest the modem or restart it, call customer service and have several service calls answered. I have had the modem replaced, computer settings changed, filters (phone), wiring internally and have been told many stories about old equipment at the exchange for the area. Now Frontier is advertising 115 mbps for what I now pay. Even if the cost is more for additional mbps, why would I want to pay more when my average is not more than 6 mbps and drops often. As my home is becoming more dependent on internet with WIFI I will need to find a more reliable service with service as reliable as other utilities (natural gas, electric, water). I also need to lobby for a minimum mbps service. Is it possible for Frontier to provide a minimum service of internet speed at a reasonable cost? I would like to receive at least 24 mbps to possibly support 4k programming offered through the internet. I am sure I could pay more and more with no guarantee of minimum service.  
Patrick Luke

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**Jay Johnson** · Citizen · (Postal Code: unknown) · Feb 18, 2018 10:41 pm

 2 Votes

I have been a Frontier customer for internet for a long time. The service I pay for is "Up to 6mb" but I'd be lucky to get 1.2mb. They have a monopoly in this part of Mille Lacs County. There are really no other options other than satellite or cellular and those are not really any better speed and certainly not price.

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**Cristina Sturm** · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:45 am

 2 Votes

We've had Frontier since 1198 when we moved to the area; this company is our only choice (no choice). We eventually had to bundle land line with Internet and the price for Internet has been very low/excellent, but for a good reason: It is to shotty, we can only get half the speed that we pay for, we lose service on and off mostly during the day (morning, afternoon) and sometimes in the evening. The speed goes down to a crawl, even worse than what we remember of "dial up" Internet. I'll open a webpage and watch

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the wheel scroll for a solid 5 minutes sometimes, and eventually get in. The speed yo-yos in the afternoon and evening, and it downright disappears some mornings. We have restarted modems multiple times to no avail. I run a home business and struggle so much with my work due to these lapses of service...The only reason we stay with Frontier is that we are not willing to pay the outrageous prices the other companies charge. Also, some of the other DSL services can't lease lines from Frontier, so we are stuck with Frontier.

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**David Lubben** · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:51 am

 3 Votes

I have continually had problems with the quality of Frontier service, both as to telephone (which routinely is unavailable) and internet. Download speeds are typically at 3 mps or less, making it impossible to download software updates (for that, I have to go to the Apple Store and sit around while the upgrade downloads). Upload speeds are less than .5 mps which makes uploading photos to certain applications (iCloud, for example) not possible. I have phoned, emailed, written, and posted on the Frontier Communication website frequently to no avail. The Board of the Township in which I live summoned Frontier representatives to meetings to explain why the service is so bad. They came to one meeting, said nothing of value, left, and simply did not come to a follow up meeting. Looking at the Frontier web site, it is obvious the service they provide is not acceptable in many areas. As for a remedy, they need to be replaced with an entity willing to invest in and provide adequate service.

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**Paul Anderson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:39 am

 3 Votes

I live in a small town (Marine on St. Croix, MN). There is no cell coverage available, and no other viable alternatives for voice/data communications beyond what Frontier offers. The phone not working can be a matter of life or death, since there is no other way to communicate. If the power ever goes out in the town, the phone service goes away almost immediately. No 911 service, no dial tone, no internet. This has happened frequently. I would estimate the outages of the phone to be on the order of DAYS per year, somewhere in the 98-99% uptime range, when what I am paying for with a POTS line is 99.999% uptime. I expect the phone to be reliable. The Central Office in the town needs a better battery backup and a generator. If the service is out for days, they will drive over a generator and eventually get us basic phone service back. That is not an acceptable response in a town where there is no other way to communicate, particularly in the case of an emergency.

The reliability of the internet services has also been very poor. Over the years, it has been down many times. Also, the true speed delivered has been much less than promised, with upstream network congestion issues, DNS issues, and other frequent problems. My expectation as a consumer is that I get what I pay for. Again, with no other ability to get data service, I am entirely dependent on Frontier for the delivery of service.

Complaints about the service have gone unanswered. There has been no significant improvements made over time, in spite of repeated complaints, and feedback via customer satisfaction surveys and so forth. Something needs to be done.

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**CHARLES MIEDEMA** · Citizen · (Postal Code: unknown) · Feb 19, 2018 11:38 am

👍 3 Votes

Their service is severely lacking in that we always get disconnected at 1:15 every morning. Also we had talked to them about changing our billing when they offered us "fiber-Optic" to house. I found out about billing with this and figured new lines might make a better signal. after being billed \$60 for a tech to come out and all he did was change out our router to a different box. No new lines or anything. I asked him what was involved with switching it over to fiber optic and he looked at me a little dumb founded. There is no fiber optic available, I talked with a new rep and he apologized and switched our account back to our old one.

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**Roy Robison** · Citizen · (Postal Code: unknown) · Feb 19, 2018 12:16 pm

👍 2 Votes

I would like to see the Minnesota Public Utilities Commission fine Frontier Communications until they correct/repair the problems that are causing these complete failures of phone services. Frontier Communications will continue to collect our money and give us poor or sub standard service until are forced by the state to correct these problems. I'm forced to use Frontier Communications for both my business and personal phone company because they are the only option for phone services in my area. Cell phone service is poor to sketchy at best in my area as well.

For at least the last eight years we have experienced and reported numerous complete failure of phone and internet service lasting from minutes to hours to days, not due to weather conditions but caused probably old or failing equipment. If we experience severe weather and loose our power, we will also loose our phone and internet service as well. Last June alone we lost our phone/internet service three different times, about a week apart for hours. When we do loose phone service, it is difficult to report it, we never seem to get any straight answers of what caused the problem and we never know when the phone service will come back on. In my business here, I have lost sales and irritated customers because of the poor phone services. If my elderly mother would have another medical emergency, or if some other type of emergency would occur during one of those complete phone outages, I have to drive two miles to Osceola, WI to call 911. Customers of Frontier Communications in my area do not have reliable phone service and that is a public safety issue that should be addressed immediately. I hope it will not take a death of a person to make Minnesota state agencies to force Frontier Communications to fix these problems.

I'm not a complainer, however I can not no longer tolerate the dangerous position that Frontier Communications have put my business and my loved ones in. I will try to testify at any hearings that are arranged and encourage my friends and neighbors to do the same.

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**LINDA DAHLMAN** · Citizen · (Postal Code: unknown) · Feb 19, 2018 1:36 pm

👍 4 Votes

As I read the former comments, so many of them are exactly what I have experienced. I know I live in a rural area, but that makes it even more important to have access to

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dependable, fair internet and landline options. I recently was able to obtain another internet provider, so I dropped Frontier. I have called them so many times over the years and spent hours on the phone with them with no resolutions. I paid for 6 mbps of internet and most of the time was getting about .25 which was not enough to stream anything. I even downloaded an app once and it took 8 hours for it to get done. Sometimes I had to try and work from home, but if the router didn't shut down and need to be restarted (which happened many times a day), my VPN would be dropped and I'd have to keep logging back in. It got to the point where I gave up and didn't dare try to actually work on the system. At one time I called to drop the landline so I could reduce my bill, but I noticed they had another service on my bill that I didn't want and asked that it be dropped, too. They dropped the cheap service and said they had to wait until that took place before they could drop the landline. Then they never attempted to drop the landline. Even when I terminated all services with them last November, they told me what date services would be discontinued. When I still had a dial tone and internet service that day I called them again and was told the request had never been saved in the system. I am very happy to be done with this company and all the frustration it caused me over the years. Internet services, in particular, just got to be less and less dependable.

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**Roger Wikstrom** · Citizen · (Postal Code: unknown) · Feb 19, 2018 1:48 pm

 4 Votes

We have had Frontier service for 32 years. Beginning about 20 years ago we added internet service, which has always been unreliable. In fact it got so bad that when a new wireless service became available a year ago, we could finally move. We complained many times and had dozens of service calls over the years. At one point, the technician told use we were out in the country, the brass at Frontier did no really care about our service and that if we wanted Good service from Frontier, we should move to town. Also within the last 2 years, service calls have become very slow and have been performed by contractors, not employees, because,as we were told, employees were busy installing a fiber optic system in the cities and are not available to help in the rural areas. Our phone service was recently out, and it took 5 days for a contractor to get service back. Not what we expect.

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**Julie Weiers** · Citizen · (Postal Code: unknown) · Feb 19, 2018 2:57 pm

 4 Votes

I have been with Frontier for over 6 years. I have been told many times that I shouldn't have issues with my service that the speed we have can support multiple computers. However, my kids tablets run better off my hot spot on my cell phone than the home wi-fi that I pay \$50 a month for. I also have a line that runs through my back yard. It is hanging pretty low. I have asked to have someone come out to fix the line. I was told that unless the service goes out because of that line, they would not come out to fix it. Why do you have to wait for the problem to occur before fixing it. Also, recently I was out of service for 5 days because of something on their end. A technician never came to my house and I got a follow up call that asked if my service was working again. In my opinion, 5 days is a long time to respond to an outage issue. I am frustrated beyond belief with Frontier Communications!

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**Kelly Hjort** · Citizen · (Postal Code: unknown) · Feb 19, 2018 4:40 pm

👍 3 Votes

I hesitate... where to start? Can I just say Dido to what the others have said? We have Lived in the (651 and before that when they changed it from 612 area code) Anoka County area for 39 yrs. in the same house since married. I have so many aggravating things I could say about Frontier Communications. I can't write them all down but first, I must explain to the PUC that you might be wondering why not change company's? We can't or couldn't for many years Frontier has had the monopoly on service in the rural country side. That's why we need help....Maybe to allow other company's to come in. I would Love to have other choices. We are in what they call "a Hole" Cells don't work very good but that is our choice now for almost a year it's been since we canceled Frontier and even though it is not great it is better then Frontiers Internet off for days and weeks with tons of phone calls to Customer service and rude and/or no help service techs that come out. At least with the Cell Phone even on a bad day it is no where close to Frontiers poor service. I have been paying for High Speed Broadband Max Internet when they first come out with it years ago and just recently Quote unquote said to me "Ultra & Broadband Max has Never been in our Area!" That was it, Done.....so when I went to cancel them they said after days that they couldn't cancel us because there were Local freezes on our telephone so canceling couldn't happen! Our canceling was getting rejected. Frontier told me there was a Local Feature called freeze that was on our phone from 6 other Old Providers! There has never been 6 other providers here in our area. Frontier lies to it's Costumers they will say anything to a costumer to keep them or prolong the canceling of them! Also when they put in our service they put it in the swamp ditch so it gets water inside and the fix they did after many thousands of calls was to push the wires up added dirt and put a plastic baggy around it! Of course water still will come in and plastic bags and twisters rust and don't stay wrapped. Every spring or when it rains heavily it floods and then we don't get internet until the water goes down or the rains stop! For 30 some years can you believe how much headaches we've had dealing with Frontier? Please, Please help us! They've been here saying we need new modems and phone filters, and always they change settings on our computer. They make me change passwords stuff that has nothing to do with bad internet connections! I paid for a service they said they have years and years then to find out they don't have it! They stole money from us for non existant services! I have saved our bills from 2017 with notes as to what they said and did. I have work order numbers too from before we canceled them. Like that they now told me they only have Broadband Lite in our area a person can't believe them on anything!

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**STEVEN & SUSAN LAACK** · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:03 pm

👍 3 Votes

We have had lots of trouble with the internet and long distance calls and phone calls being dropped. Clean Computer PTS Teach told me they can't clean my computer because of the internet. The internet has to be upgraded keeps dropping and we are paying good money for bad service. I was told by teach. that there isn't anything they can do and they understand. They said to do Code Blue and gave me the number to call and this means HIGH DEMAND 24/7. I called 7/5/2017 and 8/10/2017. They told me it shows that I called and the internet has to be upgraded and sorry that it's not being taken care of. My husband needs the internet for work. Every time the internet drops (many times) what he was doing it starts it all over again. It's such a headache with banking and etc... This has been going on for over two years with the internet. Frontier

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use to be good when we started with them years back. If something doesn't change we have to go some where else. That means Frontier has to drop the bundle we have with them and they owe us money for bad service. I have had them out to my home many times and I have talked to them many times on the phone. I was finally told the internet needs to be upgrade. To many on the same line so that is why it keeps dropping and they have their hands tied because nothing is being done on their side. The phone bill is never the same each month. We don't know what is going on. Feb 19, 2018

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**Danielle Hanson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:30 pm

👍 3 Votes

We have had Frontier as our internet provider for three years. The service has been very poor. Our internet disconnects multiple times a day. Whenever I have called Frontier about these problems I usually get transferred several times and sit on hold for different departments. I get the feeling they are transfers g me and having me sit on hold in the hopes that I will just hang up. Never have they actually resolved the problem or helped to restore my internet. They do not deliver the speeds that they claim. It is very frustrating to have a simple service consistently not work and customer service not care or fix it!

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**Brett Strayer** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:47 pm

👍 3 Votes

Not much I can add other than ditto to all the other comments! Frontier is not interested in spending capital to upgrade their "Entire" network. their only interested in upgrading sections of their network nationwide that provide the most revenues. Its painfully obvious when the techs on the phone can't explain why we have such slow internet services when compared to Comcast or Satellite services. I've had a technician in my house actually arguing with their home office about switches being turned on when their turned off. Speed is absolutely the limiting factor and when you read about fiber optic lines being placed all over the country and yet, a suburb of the Twin Cities can't seem to get their switching gear junction boxes updated to allow faster download speeds, this is just appalling!! Everyone here has pointed out the simple fact that lack of competition completely stymies the natural order of things. Frontier has no competitors, there is no one else other than cable to switch to (and don't kid yourself - Comcast has problems too). Cost of internet access has no real bearing in terms of market demands. The real issue is that with most consumer priced products, the market sets the price. Well that isn't the case with internet services!!

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**Matthew Landrus** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:55 pm

👍 3 Votes

As I read all these comments I get a serious Deja Vu feeling. The story seems the same no matter which portion of the state one lives in. The consumer is getting shafted. Maybe they should be required to advertise their "high speed" internet at actual levels experienced in your area, not "up to" a level that typically never gets to be.

We have been with them since we moved into this house over 20 years ago. We started with what was available at the time, dial-up. Enter the uprising of satellite internet. We jumped on that to free up our phone line and gain speed. Then Frontier came along with

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their DSL service, and the promise of cheaper/faster service, so we switched back. I will say that their dial-up may have been slow, but at least it was reliable. I have three kids, so I expect there is a bit of a slow down at times. That being said, I have also been home alone when the internet is so slow I can't even stream Pandora.

I have lost count as to how many calls to customer service i have made over the years. Their typical procedure is for me to power down the modem, let them on to tweak the modem speed. When that doesn't work they feed me a line to make excuses for the slow speed. My favorite is "there seems to be some heavy traffic on the line in your area". I can only assume the hog barn a mile away is mainstreaming massive amounts of porn. Don't even get me started on their pathetic upload speed.

Unfortunately I do not have a screenshot of a speed test. I have to use a downloaded app for that as the connection is so bad that the speed test on Frontier's own website times out and will not run. The only time they seem overly concerned with their service is when you openly criticize them on Facebook. Then they ask you to PM them to resolve the matter. I got so far once as to actually speak with a conflict resolution representative, but she was as ineffective as the rest.

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**Melissa Minars Dobmeier** · Citizen · (Postal Code: unknown) · Feb 20, 2018 8:37 am  
👍 3 Votes

I've had Frontier for 20+ years as it's the only thing available in my area. We have dish/phone/internet package. The last time I called Frontier was in December 2016 to complain about our internet service. The rep on the phone opened a ticket to have a tech come out and get me a new modem and upgrade my speed - all for a cost of course. I was at 6 mbs and they were going to move me to 24 mbs. However when the tech got there she told me the rep's didn't know what they were talking about and I couldn't get 24 mbs where I was at. We continue to have problems to this day. I quit calling because all I do is sit on the phone for an endless amount of time and nothing changes. I am always told to reboot the modem and it should work again. I purchased my own range extender to see if it helps - which it does - but the service still cuts out almost daily. The last few days it's been completely unusable. When the internet does work and we try to stream videos - it often "buffers" or spins or just loses connectivity. Beyond frustrated.

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**Kelly Kraft** · Citizen · (Postal Code: unknown) · Feb 20, 2018 9:20 am  
👍 3 Votes

Frontier virtually has a monopoly over our area when it comes to internet service. There is basically no other option (other than satellite which caps your usage). I work from home all day, every day. We have two routers - one for my work and a personal home router. My work internet is fine - and maybe that's because I'm hard wired in all day. But the wireless, which is what we use for our laptops, tablets, etc. is terrible. It cuts out all of the time. We had Frontier out several times to address the issue. Turns out, their routers are not good enough to send a wifi signal from our basement to our upstairs. We had to purchase a \$300 Google Home Wifi to improve our wireless signal throughout the house, which it did - but still only works when the internet works (about 30% of the time it just doesn't work). We've also noticed a significant drop in the internet quality/speed from about 6:00-10:00 pm. We contacted Frontier to complain and they said that it was common to have slower

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internet during those high-usage times and there was nothing they could do about it. When we've had technicians come out (and we've had about 4) to "fix" the internet problems they have told us that the company doesn't care much about getting better or improving service for folks. With almost no competition, they can treat their customers like garbage, provide garbage products and services, and get away with it.

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**Christine Olson** · Citizen · (Postal Code: unknown) · Feb 20, 2018 11:25 am

👍 3 Votes

Wireless service is highly unreliable. I have the Dish/phone/internet package. Have to shut down, restart, reboot, reconnect regularly. Have replaced modem still have to shut off, allow 10-30 seconds for capacitor to dissipate its energy (as per frontier technical support) and reconnect. I have to do this regularly, at least once a week or more to get a connection. The days I try to work from home on a weekday, often I get disconnected. I see servers in my connection list that are not there in the eves or weekends and have suspected a stronger signal maybe booting me offline but I am not tech savvy enough to know the possibilities. It is not uncommon for me to have to pack up go to public library or local café for a reliable connection. I dont have these issues anywhere else. Wont even subscribe to a video service as my trial subscriptions have turned out to be a waste. Cant depend on streaming to work reliably though programs. As far as I know frontier is my only option and currently locked into a plan until 2019. Wouldnt be a problem if the internet was reliable.

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**Jody Shimek** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:13 pm

👍 2 Votes

My comments are much the same as everyone else's comments. I am tired of our internet not working while still paying for the low quality service. Speeds need to increase as well as consistency. It would be nice to have other options besides Frontier. Even if a technician comes out, nothing seems to help. My neighbor even had to come over to my house to use my cellular phone hotspot so she could get her work done. It's ridiculous as I have to use my hotspot as well and I already pay enough for my cell phone. Not happy at all with Frontier!

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**Bryce Beckstrom** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:28 pm

👍 3 Votes

I believe so; the last issue I had with frontier took over three months to work through and I still do not have the speeds I am paying for. I finally just settled because I did not want to spend anymore time. When I first called I went through three tech support agents as well as two supervisor explaining my issue to (over this 3 month period). Many of them never and recorded what was going on. I would call speak to a supervisor and they flat out would say there are no records of previous discussion. They would not return calls. They would lie about what they are doing or what they can do to remedy the situation. This however has no been the first time I have had these issues. I record calls and also take notes which I can provide as evidence.

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**Lance Schoenberger** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:54 pm

👍 3 Votes

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Our internet provider is Frontier Communications. The speed of the internet is very slow and does not equate to what is advertised and we pay for and I call frequent to ask if there is faster plans available and am told that there are no plans to upgrade in the foreseeable future. It is also very inconsistent and not available from time to time. These issues have been prevalent since we moved to the area in 2002 and we have seen no improvements. We have had technicians out multiple times thru the years (sometimes twice a year, sometimes more) and they inform us that there is nothing that they are willing to do to improve service. From 2/09/18 to 2/12/18 our Internet service with Frontier was out. Completely offline. This is not uncommon to have long periods and our service is always interrupted at best. The customer service personnel have vented their frustrations with Frontier as well. I have read all the discussions above and agree with each and everyone's explanations and feedback.

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**Megan Anderson** · Citizen · (Postal Code: unknown) · Feb 20, 2018 7:17 pm

👍 2 Votes

I had the same problem as Jeff Taxdahl, but when I asked for it to be fixed they told me they did not know why it was not working. I chose the online chat version as my way of communication. The customer service rep told me she didn't know why it was working and then proceeded to end the chat, leaving me with no answers and still no working internet. It is VERY hard to get a hold of a customer service rep and when you finally do, it usually has taken about 25 minutes sitting on hold, and if you ever get disconnected they will NEVER call you back even though they ask for a call back number. It is very frustrating because in Jordan there is no other alternative provider to switch to leaving me stuck with a company that does not care about its clients and knows that its clients have no where else to go.

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**Sandra Landwehr** · Citizen · (Postal Code: unknown) · Feb 21, 2018 12:25 am

👍 3 Votes

Frontier has been our ISP since we moved to our current home 4 years ago. When I found out Frontier was the only large internet service provider in my area (there's a small regional carrier, as well) I honestly had second thoughts about the move. I had heard nothing good about Frontier's service, and they have lived up to their reputation! If I want to browse or shop online, I have learned to do it during the day, when there is less people using the broadband. Even then, pages take an eternity to load. I just did an online speed test at Speakeasy.com at 11 pm. The top speed for downloading was 2.6, uploading .6.

My ISP before moving here was CentryLink. I paid less for better service; I wish I had their service here.

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**Kristen Leach** · Citizen · (Postal Code: unknown) · Feb 21, 2018 9:31 am

👍 4 Votes

Internet and phone service often down for DAYS at a time. Even when reporting I telecommute full time, it is often a week, more than a week to schedule a Field Tech. When initially setting up service, took weeks for home service to be set up and over 90 days for my dedicated work line to be set up.

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Outages are a steady and frequent occurrence with Frontier DSL service in this area of Burnsville. We are a heavily wooded area, so I understand the challenges, however Field Techs have indicated themselves they were requesting new line in our area for years and years as they know the lines faulty. Comcast/Xfinity provides full service to a home 200 yards from our home, however do not come to several homes in the area. Comcast and Dakota Electric give different answers re: Public Utility Easement, however – at this time, Frontier is the ONLY service available in our area. Comcast indicates they provide service to “100%” of Burnsville, however when given our address – say “Oh. Not your area.” My point is - there is no incentive for Frontier to do better and provide better service as there are no alternative options for Internet providers.

The Internet service is slower than what we pay for, is offline for days at a time and CSRs really do not care about fixing or expediting remediation efforts. The service being down so frequently is highly impactful for daily personal use, but is also highly impactful to me on a professional basis as I am a full-time telecommuter. Luckily, I do have a dedicated work line and this line seems to be in better working order. Seems rather ironic that a huge customer (my employer) has better service than I do – in the same home, using the same lines into the house.

I will be adding comments to additional Topics.

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**Nikki Rolando** · Citizen · (Postal Code: unknown) · Feb 21, 2018 4:23 pm

 3 Votes

We had Frontier internet for over 3 years and I would have gladly switched internet providers except for the fact that they are the only ones that serviced in our area. It was the slowest internet ever (think back to the days of dial up internet) and whenever you called to speak to them they blamed it on our area that we live in and state that they know it's a bad area but yet they won't compensate you any in your billing because of this 'known issue'. There is no local office here in our town either so getting a tech to come over may take a few days. The internet was ALWAYS going out for no reason at all and if you called to report it they had no idea why it was out and always assumed it was your modem and not their service. Recently we just moved where I was finally able to pick another internet provider. When I called to cancel my service I told them the day I wanted my service shut off and they never advised or told me that I was going to be billed for an entire month's worth of service even though I was moving and would no longer be needing them. So when that billed arrived and I called to tell them that I had moved recently and had asked them to disconnect my service they claimed that their new billing cycle started right before I had asked them to shut off my service. Should this not have been explained to me when I called in advance about disconnecting with them??? I told them I refused to pay for a service that I was no longer using and for a house I was no longer in. They advised me that their supervisor told me to look over the rules and regulations. I offered to pay up to the day that my service had been disconnected and they still insisted I needed to pay out the entire month's worth. I told them to send me to collections and hung up. Horrible service, horrible customer service, Never again!

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**Greg Zauner** · Citizen · (Postal Code: unknown) · Feb 21, 2018 4:38 pm

 2 Votes

I have had multiple problems with our phone since we built in Scandia in 1991. When Frontier took over the area, nothing improved. Our phone was out multiple times last summer. Once it was out for 5 days. The repairman finally come out. He concluded the

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problem was at the office.

Our internet is barely better than when we used dial up. We always have slow speeds and frequent dropped service. We were supposed to have gone from 1 meg to 6 meg last summer. I never noticed a difference in speed.

I called the Frontier tech service to see when we are getting faster speeds and was told I already have 6 meg. I did a speed test and got just over 2 meg. I was told by their tech guy I only get a packet of just over 2 meg. I could buy a faster speed for more money. I told him I'm not getting the speed I'm paying for now. Why should I believe I'll get faster speed for more money if you can't give me what I'm paying for now. He wanted to sell me 18 meg and their inferior protection plan for \$89 a month. I see advertisements from competitors for 100 meg for \$20. I pay \$20 for a potential of 2 meg. We are being taken advantage of out here, because we really have no other options.

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**Junkinternet1 Thibault** · Citizen · (Postal Code: unknown) · Feb 22, 2018 4:05 am

👍 3 Votes

We live in Northern Mn and have nothing but problems with Frontier Internet. We have had them for 8 years and have nothing but issues. Internet is always going in and out. We have called so many times and yet nothing gets done. Excuses after excuses of why its out. The latest is there is an overload of people using it so I have to wait until it comes back on. It could be hours. We pay \$52.48 a month for internet that doesnt even work half the time. We have asked them to come out here to see what is going on and they refuse to and keep telling us its an overload. My Son came up here last weekend for a family emergency and he works from his computer, thinking that in the middle of the night he shouldn't have to many issues. The internet was out more than it was on and out for over half hour at a time.

Billing says under charges 6520 High Speed Internet Gateway 6.99 a month on top of our 35.99 monthly fees, add taxes and what not our bill is 52.48 a month. I am being over charged for an internet that barely works. When I called Tech support and again complained about the internet going out most of the time she told me that checked on it and said that she is showing it went out 4 times today like it wasnt a big deal. It was On and off all day long. I had to turn my Alexa off as she comes on randomly all day saying that were not connected to the internet and to refer to the Alexa App. All we want is an internet that will work and run normally and get what we pay for! Its a constant battle with this company to get a straight answer. This is our only alternative in our area.

---

**Geraldine Mages** · Citizen · (Postal Code: unknown) · Feb 22, 2018 9:52 am

👍 3 Votes

I just wish to add my dissatisfaction with Frontier to the others who have commented. I have experienced all of the situations described in these comments. Frequent outages, slow downloading and uploading. Live stream is impossible.

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**rachael jensen** · Citizen · (Postal Code: unknown) · Feb 22, 2018 12:00 pm

👍 3 Votes

We have had Frontier Internet for almost three years, in those three years we have had

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nothing but problems. We purchased the internet package that Frontier claims would allow us to stream Netflix and On Demand movies, while also supporting web browsing on multiple devices. We consistently have internet outages, or the internet is too slow to browse the internet on a laptop, cell phone or playback a movie on Netflix. We have been in contact with the technical support and customer service department several times to address this issue, however, Frontier reports everything is "fine and working correctly on their end". We finally requested a technician to come to our house to see the issues in person ( something Frontier wanted to charge us \$90 for, we refused to pay this) When the technician arrived at our house he also agreed the internet was not working correctly. He also commented how our TV in the living room is a short distance and in a clear sight line from the modem, which means we should have a stronger signal strength at the TV than it was showing. He then connected another modem to the TV and stated this would boost the service at the TV allowing us to stream Netflix, On Demand or any other apps on the TV. This is did not solve the issue and we continue to be unable to watch any items requiring internet connectivity on our TV due to the inadequate internet service provided by Frontier. Every interaction with customer service or technical support has been a negative experience and Frontier refuses to accept blame for any of the issues we have been experiencing over the past three years. We have paid a large of amount of money over the past three years for the worse internet service I have ever experience. Luckily, our little town recently received a grant to help provide another option for internet service, as soon as this is available we will be switching. Frontier has been absolutely terrible and nothing but a headache and waste of money for the past three years.

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**Jeff Bulfer** · Citizen · (Postal Code: unknown) · Feb 22, 2018 4:00 pm

 3 Votes

We have had Frontier service for Phone and internet for about 12 years. At first the service was pretty good but as you know, 12 years ago there were not as many online capable devices as there are today. I have had quite a few incidents with Frontier about the level of service that they are providing for what I pay for the service. About 5 years ago or so, I had an incident with our service that was so poor that the following description of the situation to many might be unbelievable. I called into technical support about frequent internet outages. My wife uses our internet for her online scheduling and music for her office at home. when I called in a got a technician that was condescending and was not being helpful at all. after having called a couple of times before this call for the same issue, I was already very upset. the technician continued to talk down to me and refused to hand me off to a supervisor when I asked to speak with one. then I could hear them laughing and making jokes in the background while I was waiting for the supervisor. when connected to the what I was led to believe was the supervisor, I got the same treatment and was not offered any resolution. When I go off the phone, I googled Frontier management from my cell phone and found the phone number for the Regional manager. I proceeded to call this gentleman at 9:30 pm at his cell number and proceeded to describe the situation that I was just involved in. He proceeded to tell me that the next day they would have the issue resolved and apologized for interaction that I had been in. To skip ahead a little bit, the issue with our internet is still ongoing and I have requested to have technicians stop at our house and look at the wires and cabling. They proceeded to pacify me with changing out the router a couple of times and the issue continues to pop up. I have submitted so many tickets over the last couple of years that it has become so much of a hassle that I got tired of calling in and getting nowhere. I would have switched to another service provider but there is no alternative in the small community that we live in. We need to have a reliable

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internet service for my wife's business to be successful. we are switching between Frontier and Verizon Wireless (which cost's money for our data usage. They did not have unlimited plans until lately.) to ensure that we can accomplish daily communications.

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**Joe Poll** · Citizen · (Postal Code: unknown) · Feb 24, 2018 5:16 pm

👍 3 Votes

comment...Where do I begin about Frontier? I/we have nothing good to say about them and their services. We live in rural Minnesota (56312). Frontier is the only phone service provider in our area so we have no choice but to have them. We have been stuck with them since the mid 90's. Our residential phone service is pathetic. Our internet service is pathetic. We have had so many "technical" and "outside equipment" issues over the years I have lost count. The past two years have gotten absolutely ridiculous. Our residential phone service quality is so bad that we have directed friends and family to rely on our cell phones for our primary service. The only reason we keep Frontier is I need the line for fax machine use for my business. Over the years we have repeatedly complained to Frontier about the noise issues on our line. We have complained about dropped calls (on a land line). We have received information many times over the past 2-3 years that family and friends were trying to call us. That on their end of the call it would just ring and ring forever. On our end the phone never rang at all. So then they would call us on our cell phones and let us know they called our house phone. When we complained to Frontier about this their response was that it was due to a switching problem with the cellular equipment, not theirs. So, we even tried to have our relatives follow up with their cell providers on it. They were told it was not a problem on their end. We have even experienced this with our own cell phones when trying to call our land line number. we experienced the same thing, the phone would ring and ring on our cell phone end but not ring at all on the home phone, land line. So, we called Verizon, our cell provider and spoke to them about this. They took it as a complaint. They investigated it from their end, it took 3 days for them to get back to us, which they initially told us it might take that long. They, to our satisfaction investigated it from their end and said they could not find any reason for why it was happening from their end. They didn't believe it was a Verizon problem. They didn't believe it was a cellular issue at all. The only solution Frontier had was to blame someone else. We experience noise issues on the line that were so bad that it interfered with using the FAX machine at times for my business. The noise was so bad that it would interfere with calls with family and friends that it was difficult to hear the conversation. We also experienced fluctuations in the audio volume of calls. During conversations the audio would get so low, quiet that you could not hear what the person on the other end was saying. Then the audio would get louder and dissipate again. Audio quality was so poor that we couldn't even understand our answering machine messages. So many times we made complaints to Frontier about these issues. There were times that they sent out technicians. We have had three different technicians tell us the same thing when they came out to look into it. For the past two years the technicians have changed our line to different "pairs" in the cable to try to fix the problems. They were able to confirm our noise issues and audio issues on the line, but could not provide any explanation for the audio fluctuations. ON several occasions they told us that they found definite shorts in the wires/lines in the cable or at the pedestal locations. Sometimes they would tell us that the problem was at a switching location in the area. In May-June of 2017 the service tech was out with yet another complaint we made about noise issues. He told us that he switched us to the "last available pair in the line/cable". That there are no more pairs of wires that we can be switched to fix our issues. The only fix is for Frontier to bury a new cable and since we are the only customer on this end/leg of the line Frontier won't do that. I have two

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technicians tell me that Frontier has no plans to do any equipment upgrades or replacements for us for at least 5 years. The technicians tell us that Frontier needs to bury new fiber optic cable to fix things. What they have been telling us the most in the last 2-3 years is that we live on "the end of the line", we are the "last customer on the line" so there is not much they can do any more to fix our issues. After being told this by the techs I called into Frontier about that info.

I was only able to speak to a "Supervisor" who told me that she would pass my concerns along "up the chain" in Frontier about it. I should also mention here that the Frontier techs have checked our lines in the house too and that they could NOT find any problems with the wiring, etc. inside our house.

Now let me address our internet issues. We have had Frontier internet for about 6-7 years. We were the first rural customer to receive it in our area. At first it worked very well. It was sold to us as "High Speed Internet". It took 3 years for someone to actually tell us what Frontier considered high speed to be for us. The field tech told us that for us high speed is 2.2mbps.

In the past 3-4 years we have rarely received that. Unless you want to stay up and use the internet at 2 in the morning when no one else is on it. We have repeatedly made complaints to Frontier about our poor internet service. You could set your watch by when the kids would get out of school and get home and get on the internet. It would be seriously slowed down. Then when adults got home at night from work you would realize another significant slow down. By now you could barely use it to do anything. It would lock up totally and require rebooting it. Which was only a temporary fix or no fix. On weekends and holidays you could not use either because so many people would be on it. This past year and a half was so bad that we would totally lose internet service for days at a time. Sometimes Frontier would say it was an outage in the area. many times they could not explain why and put in a "repair ticket" on it. I would also complain about paying for internet service that I didn't have so Frontier would "credit our bill to varying degrees. Sometimes the credit would show up on our bill, sometimes it wouldn't. Long story short, the field techs told us that there are so many users on the system now that it is overloaded. The current equipment can't handle the amount of use. And again, they told us that Frontier has no plans to do any equipment upgrades in the next 5 years in our remote rural area. I want to say to that each time a tech came out to investigate our internet issues that they did line speed tests and NEVER was our line speed any where near the 2.2mbps it was supposed to be and what we were paying for. Most of the time it was .1 or .2 for speed!

In 2017 I filed a FCC complaint about Frontier and our experiences with them. The bottom line is that the problems we experience are apparently equipment, buried cable issues. Frontier corporate was quick to respond to the FCC complaint. But, guess what, NOTHING changed or improved. We still have the same crappy service. In December 2017 we were able to drop Frontier internet and we are trying/experimenting with a satellite internet service provider.

When I called Frontier to cancel our internet service it took me 3 nights of phone calls after work each night to get it done. For those 3 nights I spent 3-4 hours each night on the phone trying to get the service cancelled. I spent most of those times on hold waiting for someone to come back on the line with me. At least twice each night when I was put on hold the call was dropped and I would have to call back in and start all over again. 30-40 minute waits of being put on hold is what I experienced. Then, the last night when I thought I was finally done with it the customer service person got it wrong. when she reviewed with me what I wanted she indicated that we were cancelling our internet service and our phone service. I said no, no, no, that is wrong. I want to cancel our internet only, not our land line phone service. So, guess what, she put me on hold for 28 minutes and never came back. So I called back in and yet again started over. When I told that person what had happened she put me on hold and it was 37 minutes before

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she came back. She indicated that she had to put in an order cancelling the previous order that was wrong. Then do a new order to cancel the internet and keep the land line service. After another 27 minutes on hold she came back and told me that it was in their system correctly. My last call trying to get it cancelled was on Jan. 25th, 2017. The customer service person told me that because of the billing period the service wouldn't actually be cancelled until Feb 9th. I said to her well I want it cancelled now, Jan 25th and why couldn't they issue me a credit for the days up to Feb 9th? She said they couldn't do that. That the service would remain in effect until the end of the billing period which was Feb 9th. I asked her if I would be billed for internet service on the next billing then. She said no, I would not be.

well guess, what, I was billed for it on the next bill. I am so sick and tired of Frontier. Like I said in the beginning we are stuck with them because they are the only provider in our area.

They are the perfect example of a huge corporate company that couldn't care less about their customers.

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**Scott Plooster** · Citizen · (Postal Code: unknown) · Feb 24, 2018 7:35 pm

👍 3 Votes

Customer service is horrible. They are severely understaffed and outsourced off-shore.

The DSL service itself is absolutely disgraceful. I've been a customer for 20 years! The speed really hasn't changed the whole time and neither has the price-- this is not how technology is supposed to work. The service VERY commonly does not work completely. I have to power cycle the modem several times per day.

If there was another service offered I would GLADLY pay double. Minneapolis is hitting 1Gig service and Jordan, MN can't maintain connection on their 4mbit service. This is repulsive and is harming our business' and families.

For perspective, the average bandwidth in Iraq where there is an active WAR is higher than Frontier can provide Jordan, MN. (3.2 vs 3.7)

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**Michael Farrell** · Citizen · (Postal Code: unknown) · Feb 25, 2018 4:57 pm

👍 2 Votes

I have several complaints in regards to Frontier Communications. In our household we have two lines with Frontier. First and foremost, the reasoning is to separate internet lines for certain user to have better streaming, etc. When I first had Frontier in this household I had a relatively low down stream and up stream connection (paying for up to 6 Mbps). Upon logging into the modem, however, I had noticed that there was plenty of margin left to give for a faster connection. Most DSL companies will at least go down to a Margin (dB) of 9.0. I was sitting around 20+ giving much more space for a higher connection speed. I called technical support several times. Nobody seemed to know what I was going on about. They would send out technicians who would either a) never show up or b) never call me in regards to the issues I would have. I then sent a lengthy e-mail in regards to my issues to the regional managers, etc. I finally got back from someone who actually worked with me on my issues. Speeds were sorted out so I could obtain the max potential (around 5200 Kbps) which is huge compared to the 1800 Kbps I

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was getting. Things were going great for a long while and then I would have connection issues again. Drop outs randomly throughout the day. I would call technical support and, again, no idea. Got a hold of the regional manager once more who finally worked with me and my issues after sending him detailed ping and packet logs. They finally sent someone to look at the equipment and sure enough, they noticed one of their devices had been failing.

They had no known ETA on when their issues would be solved as they would have to spend at least a couple of thousand on their new hardware. Which, I could tell they didn't want to for our poor little town. It took about a couple of months before the new hardware had arrived and things were fixed. Even so, and after that, I fear they really don't pay attention to their equipment or their lines as to this date we still have issues of random disconnections. No matter how many new modems we keep getting, it is never the issue at hand it appears.

After that regional manager had left, however, another one took over. This one was terrible at that. My connection had issues at one point to where I would send an e-mail to the new manager. He responded after several attempts, and said he would look into it. I had not heard anything back. They mentioned there was "throttling" in the area and that their equipment could not support all the traffic going through. Even though our town is a small town with a population of 300? Very skeptical on that. Considering things were working just fine beforehand. To this date it's been terrible still and I haven't been able to have my speeds adjusted back to what they were. The manager had my speeds lowered down to 3000 Kbps because he was "sure" that was the issue. Nope. Our household is still randomly getting disconnected off and on. The wireless on these modems is lackluster. I have to disable the wifi sometimes in order to use my main computer.

The bad news in all of this is that we have girls here who are house schooled. When the internet goes out, they can't finish their work or their tests that they were in the middle of. What's even worse is if it's the weekend and something happens..? Guess what? Nothing can be done until the next week. No technicians on weekends. You're out of luck. Have work to do? Nope. Not happening. I can't believe that's acceptable, honestly. I heard funding was approved of a million or so to upgrade my area. Will we see that happen? Maybe. Will we see service changes in which are an upgrade to stability or the service they actually provide? Probably not. I have no faith in this company as their employees don't seem to be properly trained and have no idea of what is going on 9 times out of 10.

Something needs to happen and with Dayton's goals of 25 Mb across the country in the coming years, I'm fearful it'll come down to Satellite, which is even worse due to latency issues.

If anyone needs, go to your modem at 192.168.254.254 / user & pass should be default of admin. Click on system monitoring > Advanced status > DSL. There you will see your own line statistics. If margin is over 10.0 then you may possibly have plenty more speed to go for your down stream/up stream but Frontier isn't letting you or trying to limit their users.

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**Robert Wavrin** · Citizen · (Postal Code: unknown) · Feb 25, 2018 6:19 pm

 2 Votes

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We have been a customer of Frontier since 1997 (not by choice as we live in a one provider area) and originally subscribed to their dial up internet service. When DSL arrived to our home in rural Sibley County we signed up for it. At first it worked as advertised (was 'speedy' compared to dial up and didn't tie our phone up to use). We started a home based business and upgraded to a 'Business' service with higher speed. This service was OK at first but quickly degenerated to being almost unusable. We were supposed to be receiving 6 Mbps and frequently only received .3-.4 Mbps. My wife and I both need internet access for continuing education courses. Our service precludes us from being able to complete on line courses. We have to drive to the nearest McDonald's or library to accomplish this. It is the same for neighbor farmers to upload information on their dairy farm.

I have spent countless hours emailing (when the internet service actually allowed it) and phoning Frontier about the problems. I started by contacting local representatives and progressed up the chain to national representatives. None of them were interested in helping us. When I complained that I was paying for a mid-level plan they basically laughed at me and said that I should be happy if I EVER received a download speed of 2 Mbps and that I was receiving service 'up to 6 Mbps'. I asked why they even offered any services above basic and they had no answer. Their stock answer always was service was 'UP TO' which no service does meet in their eyes. If I go to a gas station and purchase 10 gallons of gas I get 10 gallons, not 'up to' 10 gallons. I have since dropped down to their slowest plan (and they raised my cost to match what I was paying for the mid-level plan).

The switching station (or whatever it is called) is so antiquated that now, in 2018, no new customers are being allowed to connect to their service in our area as they say it is maxed out and they want to 'protect' the abysmal service they 'provide' their current customers. Frontier has no intention of upgrading rural services as their return on investment is not great enough. All their resources will continue to be spent in highly populated areas (where they fail their customers, too!).

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**Maria K Manner** · Citizen · (Postal Code: unknown) · Feb 26, 2018 12:46 pm

 2 Votes

We live in an area in rural St. Louis county that has no cell service. Frontier Communications is the only phone provider in this area. The phone is out or full of static about once a month. It is difficult to even contact Frontier to tell them the phone is out. I need to drive about 10 minutes from home to get cell service to report the outage. We pay for 1 mbps and often it is less than .05 during the middle of the day. In the evening it can be even slower. I have contacted Frontier and the service tech that came out told us that the infrastructure is unable to support the growing number of customer Frontier has. This is very frustrating. I worry what it will be like when our daughter starts needing the internet in the future for homework.

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**Jason Husveth** · Citizen · (Postal Code: unknown) · Feb 26, 2018 1:22 pm

 2 Votes

I was a Frontier residential (May Township) and commercial (Scandia) customer for more than 15 years. I recently closed all accounts with Frontier due to poor service,

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overcharging, and being charged for internet speeds and services that Frontier could not and did not deliver. I would regularly have no internet service or very poor internet service. I would regularly check my upload and download speeds, and these were consistently much lower than what Frontier advertised (as minimums) and what Frontier charged me for on a month to month basis. These tests would consistently read less than 10mbs down and less than 0.5mbs up. Ultimately, I could not perform my corporate and personal functions over the internet connection that Frontier was providing (such as basic email, web browsing and research, and uploading and downloading business and personal files (even 20MB or less in size)). When I would call Frontier to question the lack of performance and quality of service, I would have to wait days for a service person to look into the line, and then I would have to wait on site for 4 to 6 hours to allow the service contractor to work on the line. I believe Frontier knows that their rural infrastructure and service in this area of May Township and Scandia, MN is lacking and that they are advertising and selling MINIMUM performance standards of service that they cannot meet. I would love to have a class action suit filed against this company to try to recoup some of the wasted money (and time) that I had to spend to try to get internet service in a rural area from what was (up until recently) the only option at my locations.

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**Kelly Pylkas-Bock** · Citizen · (Postal Code: unknown) · Feb 26, 2018 10:00 pm

👍 2 Votes

Currently Frontier has placed a black wire running through my snow-covered yard, where my 3 children sled and play in the snow - which, I'm told, but don't believe, will be buried this spring. At least not without significant effort, time and probably money on my part. I don't believe it will be buried because when I moved to Marine on St. Croix with my family Frontier was so inept at scheduling the placement of our phone service, which we needed for basic emergency service since no cell phone coverage was available to us, that I worked through contacting and scheduling different services through various dispatchers (in and out of state). I have documented this and was compensated from Frontier for my time (not cheap with a doctorate).

I have two middle school aged children who depend on our internet service provider to complete homework assignments. Clearly, and according to state and federal priorities, broadband service has become a civil utility, nearly a human right given its role in education, in the same league as electricity and indoor plumbing. I am often told by Frontier technicians and upper management that the DSL wiring in my area is antiquated and will be updated soon but of course there is never a date specified. I have been a Frontier customer since 2015 and have never had more than 7mbps for a sustained (24 hours or less) amount of time. I pay \$150/month for 12 mbps, a pathetic speed, given our proximity to major cable providers and a large urban area. This is also an irresponsible charge for an unreliable service (I have called and documented the extended outages to my service and my neighborhood's service).

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**Kelly Pylkas-Bock** · Citizen · (Postal Code: unknown) · Feb 26, 2018 10:28 pm

👍 2 Votes

I would like to add... the technical workers who regularly show up at my house, are technically and interpersonally excellent!

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**Aaron Ahlquist** · Citizen · (Postal Code: unknown) · Feb 27, 2018 10:21 am

👍 2 Votes

For about 9 months last year I experienced ongoing internet outages. I would call Frontier and be taken through the exact same elementary trouble shooting steps (unplug it, plug it back in, etc.). Sometimes this would solve the problem only to have the same issue later that day or the next. Other times, a tech service representative would come out and change the modem to get the internet working again. Within a day or two of getting the new modem we would experience the same problems again. This cycle repeated itself for around 9 months. I believe the issue may be resolved but time will tell. I have lost all confidence in Frontier and will be switching to a new internet provider soon.

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**Michelle Ingram** · Citizen · (Postal Code: unknown) · Mar 01, 2018 5:38 pm

👍 2 Votes

The house we have lived in for the last 10 years only is able to have Frontier. The service is intermittent at best. We periodically get them to come in and replace the modem & then we would have the same problem after awhile. It is something we live with because we have no other choice. If we could move to another provider we certainly would.

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**Bernard Welmers** · Citizen · (Postal Code: unknown) · Mar 01, 2018 10:52 pm

👍 1 Votes

I have been a customer of Frontier for almost 5 years. Frontier is one of the few internet providers for my house (only fixed line internet provider, there is one wireless internet provider and one satellite provider). I have called 10 providers that have service "near" my house but none of them are looking to provide service into my area. As a result I am locked into their service.

The service I have purchased from Frontier is 6 Mbps download speeds (this is the only offering they have for my area). Over the past 5 years I have service that was near that speed for ONE year (the first year). Since then I have made MANY calls to Frontier complaining that my service was LESS than 1 Mbps and many times it was less than 0.3 Mbps. Finally in the last year they have "improved" their service so we can normally get 1 - 2 Mbps of service. This is still WAY slower than their advertised speeds. When I last called to complain they said I was "in an area of high demand" like this excused their poor service. They said that there was a possibility they would be upgrading their equipment in the next year or two but they had no concrete timeline for the equipment to be improved (there was no funding in place for the upgrade and the request for funding would not be submitted for some months).

I live within 100 feet of the local exchange box. As a result every time the technicians come out to look at my lines they can't find anything wrong with my equipment. As a result the issue with the service for the area is due to Frontier not sizing their equipment to meet the demand on their systems.

I work in the IT field. As a result I am expected to be able to do some work remotely. The reliability and speed of the Frontier network makes it hard for me to work remotely. As a

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result I have had to use my cell phone data to be able to get some critical work done, while paying for Frontier service.

I find it very frustrating that Frontier is able to offer service on their website for MUCH higher speeds while having NO plans to increase the speeds of the service in other areas they cover. I asked about their likelihood to expand fiber to the premises (there is frontier fiber 0.8 miles from my house) and was told NO they do not have any plans to expand their fiber network because that would cost tens of thousands of dollars and the only way I could get them to do it would be to pay for it all my self.

I am unfortunately locked into Frontier's service because there are only 4 providers in my areas (Frontier, a Fixed wireless provider, and two satellite providers). The fixed wireless provider costs \$50 a month for 3 Mbps. Since this is a similar level of service for a greater price I have no incentive to switch services. I did call all the providers (10 or so companies) that have service around my area and none of them are interested or have plans to move into my area (crossing county lines in most cases).

So unfortunately I am stuck with a company that can not provide a service that meets the goals the state and the country have set for internet service for it's residents.

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**Kristi Nowak** · Citizen · (Postal Code: unknown) · Mar 02, 2018 11:21 am

👍 1 Votes

Frontier has a hold on my location. With no other option for internet, there's not much I can do. When I call to complain about my speed, I'm told that it's the best they can do and my quality might be affected by my neighbors. Unless I'm paying for internet usage of the neighborhood, this is irrelevant. I pay for 6 Mbps. Because of that, I expect to get 6 Mbps. If Frontier can't keep up with the quality of internet that they've claimed they can give and have sold people on, then they should not be offering said product. They're charging for services that they can't provide. I'm tired of it. I pay every month and I get a barely usable service. Stop selling if you can't meet demand.

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**adam pybas** · Citizen · (Postal Code: unknown) · Mar 02, 2018 6:34 pm

👍 2 Votes

frontier has a monopoly in our rural area and I'm tired of it. Over the last 3 months I have had to call customer service with internet issues and the only solution I have received it to unplug my modem and wait 2 min. with that being said our service is barely fast enough to stream netflix on one device and none other can be used with out bogging system down. we have also been sold on the "faster internet service" by a customer service person and billed for it to be told by a service person that it is impossible to receive that speed where we are. please do something about this issue.

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**Erica Tikalsky** · Citizen · (Postal Code: unknown) · Mar 04, 2018 2:08 pm

👍 1 Votes

We attended a neighborhood block party last year and, I have to say Frontier was a sore topic for everyone. My husband is in Real Estate, and our kids have had some online

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courses needed for school....for obvious reasons, we need something reliable, we pay for it to be reliable, and we expect it to be reliable. Their help desk/technicians don't help. If you know how to unplug your router/restart it; then don't waste your time calling, that's all the advice they have. We have never received a discount for lack of service/no service. As a matter of fact, the times we have called, they said that they'll charge us if a technician has to come out. Wonderful.

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**Dave Norden** · Citizen · (Postal Code: unknown) · Mar 05, 2018 10:18 am

👍 1 Votes

We live in rural scott county, for five years we have lived with poor or no service for the majority of time. In the last 2 years calls by us have improved the service temporarily. Seems like a lot of money and time wasted. Wherever I travel WiFi or any one else's service are always lightning by comparison.

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**C. H.** · Citizen · (Postal Code: unknown) · Mar 05, 2018 8:00 pm

👍 1 Votes

We have had Frontier for two long years, as they are the only option. We live just north of the cities. When we ordered our DSL service they sold me the a higher speed then they even offer in my area. They had scheduled the tech to come, but they never showed. When I called they made up some reason for the conflict, this went in three more times. The fifth scheduled appointment the tech showed up and explained he only services this are one day a week. In the two years, their service has been questionable at best. The 4mb I pay for really testes out at 2.5 most days others are slower.

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**Stacie Shaw** · Citizen · (Postal Code: unknown) · Mar 06, 2018 2:31 pm

👍 1 Votes

We have had Frontier for over 15 years. We live in a rural area where Frontier is the ONLY internet available, unless you do satellite. For the the first 8 years, we paid for 6 mpbs download / 1 mpbs upload. We never got that speed. On a good day, we maybe got 2 mpbs, and .1 for upload speed. This was the lowest internet package available, and we were told by multiple service people that the lines and infrastructure were the cause of the low speeds, and there was nothing they could do. Fine. Seven years ago, we built a new home in the same town. They had supposedly updated all the lines coming into town, and we paid for a new line to our house. We kept the 6 mpbs plan. Even with the new infrastructure, we never got over 2 mpbs. Our internet was slow and spotty, and we essentially only used it to do basic internet stuff... no gaming or movies. Upon receiving advertisements in the mail that Frontier had upgraded the service to our area, I called to ask if I would now be getting my 6 mpbs that I was paying for. Their only answer (multiple times) was that I could upgrade to the 12 or 24 mpbs service (for an additional cost). It took me over 15 minutes to convince them that I was NOT paying more for more service when I wasn't even getting the speed I was paying for now. Finally, they agreed to send a service man out. To my surprise, I knew the guy... super nice. First thing he does is call into the service place, because he said, "I know what it is...they do this all the time". Apparently there is a setting that someone at the service office has to change to set the download/upload speed allowed on your line. Mine was set at 3 mpbs speed (which they didn't even offer as a plan, so why this was set this way??). Upon the service man's request, they set it to the 6 mpbs / 1 mpbs I was paying for. It worked well

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for a while, so I know the infrastructure was capable of giving me that speed. But then service would be spotty, with most days having much slower speeds, especially for upload speed. About every 2 years, I had to call and have a service man come out, and I'd ask him to check that setting. And yep, more than once it needed to be reset. A few months ago, we did upgrade to the 12 mbps plan because we started occasionally streaming movies. So far, when I go onto speed test websites, it seems to be ranging between 8 - 9 mbps... not 12, but better than we used to get. However, we can not be doing something on the internet (like downloading updates on our phone through wifi) while streaming a show. With 12 mbps, or even 8, we should be able to. So the speed and service is still lacking and is not up to the quality I am paying for.

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**Kathleen McCann** · Citizen · (Postal Code: unknown) · Mar 07, 2018 11:47 am

👍 1 Votes

Re: Docket #18-122

I am writing to file a compliant with the PUC regarding the poor internet service from Frontier Communications. I am a dentist and I live in rural Watertown Township in Carver County, only 40 minutes west of downtown Minneapolis. Frontier Communications is my only option for internet. Despite my close proximity to the city, my internet service is worse than dial-up. I am charged for "DSL High Speed Broadband" on my monthly bill, but my download speeds are only averaging 2.0 Mbps and the upload speeds average 0.28 Mbps. I am not able to stream any video, and as a dentist I am not able to email dental X rays. It took me 47 minutes to upload one small photo to Facebook recently.

In addition to the poor speeds, there are frequent "drops" every day. The technician from Frontier measured an average of 20 service drops per day on my internet line, and one day the service dropped 400 times! Outages of several days are common.

The most recent Frontier internet outage began last Saturday, March 3 and today (March 7) there are at least 27 households in my neighborhood still without internet service. Frontier is telling us it might be another week before we have any service. This is unacceptable, especially since many of these 27 Frontier customers are running their businesses entirely from home. Calls to Frontier, when finally answered after sometimes 40 minutes on hold, are ineffective. The technician told me "Frontier is not putting any more money into their MN and WI markets, and no improvements will be made. They are putting all of their dollars into their east coast markets and just letting MN and WI go."

Kathleen McCann DDS

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**Shellie Metzler** · Citizen · (Postal Code: unknown) · Mar 07, 2018 8:07 pm

👍 1 Votes

In July and August 2016 I spent over 20 hours and many phone calls to order service at my new home in rural MN. Neighbors on both sides of me and all around said they had Frontier; however, Frontier's records indicated they did not service my home. After several more phone calls I was able to order service, both telephone and internet at 6mbps. I was given a confirmation number, telephone number, email address, and a date and time the service would be activated. On September 6, the activation date, the phone/internet was not activated. I called to inform Frontier and they said they could not

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activate because there were no lines for the internet. I changed the order to a flat line installation (telephone only), the order confirmed with an activation date of September 14. Again, the service was not activated and I followed up with a phone call to Frontier customer service. I was then told there were no services available. Some neighbors said that I should call and stay on a "waiting list" for a telephone line because there are not enough lines to service the area. I called again on September 28 and was put on a waiting list for a flat line (regular telephone line) and was told it may be 1 to 2 months. When I called back on November 23, because I had not been contacted, I was told my order was cancelled because there were no ports available. I resubmitted the order on November 23. Still not hearing anything I tried again in February 14, 2017. Again, there was no record of my order or being put on a waiting list and was sent to the "Assignments Department". I was told to call back in 72 hours. All I wanted was a telephone so if I had to call 911 in an emergency I could. Needless to say when I called back on February 17 they had no answer and needed to keep checking. On March 7, I was promised a hook up on March 10. March 10 no service- called and was told there was no service in the area. On March 13 tried for phone service again and was told that when a port opened for internet service it would be added. Again the service was not activated and my order had been deactivated in the Frontier office and they did not notify me. On April 11 I was told Frontier does not have the facilities to provide me with service. However, I came upon the Technical Supervisor's phone number for the area, called him, and it was confirmed there were cable pairs in the road. However, between April and July/August and several more phone calls, nothing was still done. In July/August I was contacted by a Technical Supervisor who could not believe I still did not have telephone service. The Technical Supervisor told me there are ports available for a telephone and I should call in and schedule installation/activation. Finally in September I had a telephone. Shortly thereafter I had internet (Broadband Ultra-12 mbps) activated. However, I could not hear when on the phone because of the static and party-line. Also, each time the phone rang the internet would go off line. This took many calls and several "service" calls and still the issue continued. I am receiving, if lucky, 1.2 mbps. Last week within two days the internet dropped over 100 times. Dropped service and slow internet speeds are everyday occurrences. I should not be charged for the 12 mbps because I have never had it. I should not be charged for the 6 mbps because I do not get that either. This is very frustrating as I operate a small business and depend on the internet. I believe Frontier is not providing adequate service to this area; they are overcharging customers because the speed of the internet is not much more than dial up. What I do not understand is how companies are allowed to be the only carrier in an area, provide next to no service with next to non-existent infrastructure and allowed to charge top dollar. The techs that come out are all great and are just as frustrated as I am with the existing infrastructure. I believe the customer service representatives do not know what happens in the field and just told me what I wanted to hear so they could reach sales quotas or something of that nature. Frontier is my only affordable option for internet. Thursday March 1 and Friday March 2 that I know of for certain, the internet was down in the local town. Folks could not purchase gas with credit cards. Friends in the area are continually being dropped and have difficulty downloading/uploading. Many people in the area are on a first name basis with Frontier staff because we are consistently having to call in for service. My daughter and son-in-law also have Frontier just outside the metro area. They have the same issues, slow speed and constant drops. Last spring their internet went down and Frontier could not/did not fix it for 10 days. This happened on more than one occasion with another taking 14 days. It seems to be a "company-wide" issue focused on rural/non metro areas.

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**Matthew Heaton** · Citizen · (Postal Code: unknown) · Mar 08, 2018 12:49 pm

👍 1 Votes

I live in rural northwest Pine County. I have been a Frontier customer for over 10 years. I have both a telephone service and internet service with them. Initially, Frontier had good customer service and responded quickly issues.

In the last 5 years, their internet service has become very poor. My download speeds were in the low 2 Mbps though 5+ was expected for my plan. I have never had more than 2.6 Mbps. Internet outages have become more and more frequent (several times a year). The outages last from a few hours to all day. In addition, I have to reset my modem multiple times a week to regain connection.

I always understood I lived in a rural area and did not have access to the high speed internet other areas enjoy. The speed of the internet, though displeasing, was less of an issue than the reliability.

In addition, when I have called customer service, they continually gave me the same excuses why the internet was slow, "There is a high demand on your line" or similar prepared statements. After hearing it from a field repair employee, someone in customer service finally confirmed to me they could not do better. I finally quit calling Frontier for help.

I have since explored other options for internet where I live. Sadly, SCI cable has a fiber optic line within two miles of my house but they do not provide service to this area.

I used to be a Frontier supporter. Now, sadly, I cannot wait for the day I can cancel their internet service.

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**Wanda Overline** · Citizen · (Postal Code: unknown) · Mar 08, 2018 4:57 pm

👍 1 Votes

We have had Frontier services for well over 20 years - this is our only choice as we are outside the city limits. We have had many issues with the services throughout the years. When you call them, they always come back with excuses relating to equipment, weather, usage, etc. No matter what the excuses, it never gets better. I pay for "High Speed Internet" and it is FAR from high speed and continually drops off. On one call, they told me that they could see that our internet dropped 20 times in an hour. When I questioned that, they told me it was our location.

Most recently, our second phone line went down on Sunday(3/04/18) and was down for over 2 days. Our internet service also went down. I called customer service on Tuesday, (3/06/18) evening because our internet was still not working. They told me that they would not be about to send a tech out until 03/14/18. They told me that they had a lot of calls in the area and that was the soonest they would be able to get anyone out to fix it. So now I am without internet for days and when I questioned getting a credit for the "down time", I was told that they did not offer that. If there were other options available to me, I would switch!

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**Karen Madrid** · Citizen · (Postal Code: unknown) · Mar 10, 2018 4:29 pm

👍 1 Votes

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I have had an account with Frontier for internet for over 20 years. Since they first offered DSL I have had the same modem. My neighbor enrolled last year and was given the same modem. They dropped frontier after one week. I've been told by other providers that they can't do business in my area because Frontier has a monopoly! They never up date their equipment yet have made me sign up for high speed internet but gave me the same unbelievably slow service. My internet goes out multiple times per day. At night and on the week ends I often can't even get my emails. I can wait up to 2 minutes for a page to load and then be dropped. I have complained and had them out twice in 20 years and was told speed and lack of reliability wasn't going to change as there were no plans to upgrade their systems. I am billed for high speed but receive dial up speed. They no we have no other options so they make no effort to provide decent service. No one can open a business in the area because they can't get usable internet. On technician came out for my phone and when I asked about the internet service he said techs don't want to come to our area because of the problems and everyone is angry. I would like to see frontier have competition other than satellite. I want them to offer the service promised and that they force to to pay for!

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**Janice DeMatteo** · Citizen · (Postal Code: unknown) · Mar 13, 2018 5:09 pm

👍 1 Votes

I've been with Frontier for many years. When I shut down my landline in 2015, Frontier cut off my internet service as well (even though I didn't cancel it). It took them 3 1/2 weeks to get my internet service back on-line. One technician told me they do this so a salesperson can get a commission on a new internet service account. Sure enough, I had to setup a new account and go thru the paces to get my service back online as if I was a totally new customer. It took so long to re-connect because I kept being told that my ticket never got submitted to a technician, but they'd try again.

Wireless service has stopped working on my laptop twice; however, I can go to other people's houses and businesses and my laptop connects just fine using the wireless connection. The first time their technician made me connect my laptop via a wired connection only and told me I'd have to pay for another technician if I wanted the problem resolved. About a year later I got a new laptop with no wire capability and the wireless internet stopped working again. I was on the phone with a technician for an hour with no solution. They finally renamed my internet connection and gave me a new password that gives me a 'weak security' warning, but it's the only way I can connect into the internet so I stick with it. At the end of this help desk call that lasted an hour, the technician said to me, "Oh, I see here we're making upgrades in your area and you will have intermittent outages and slow response times." I asked when that work would be completed and the technician said, "They never tell us that information so I have no idea."

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**Karmin Stanley** · Citizen · (Postal Code: unknown) · Mar 17, 2018 11:54 am

👍 1 Votes

Regarding our internet service with Frontier... there is one thing we can count on daily - NO SERVICE. Our service is dropped daily, multiple times per day. When the service IS available it is SO SLOW it is nearly impossible to navigate the web. We don't stream videos or download any content. Simple surfing is extremely PAINFUL and FRUSTRATING. We have tried alternate dish and satellite services to no avail. Given our rural location,

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we have no alternative to the out-of-date, slow speed, unreliable service of Frontier. If they could get the fiber optics installed and improve their service levels, I would be willing to pay MORE than we do today for a sub-par product.

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**Deborah Hagen** · Citizen · (Postal Code: unknown) · Mar 20, 2018 3:58 pm

👍 1 Votes

We have had Frontier for 15+ years. Every year there is a new issue, outdated equipment, some animal chewed a line, outage, and this past December/January was no exception. I placed 10+ calls to customer service only to be told there was a different issue and no tech available for several days. When the first tech stopped by he changed the modem and our speed. This killed what little internet we had. When the second tech come 1.5 weeks later, and to tell me most techs were on vacation, he gave us a different modem, checked equipment and found issues, and changed our speed back to the level the first tech modified. When I called billing to complain about service, the outage and the issues they could only credit for the days we were out. After an hour of my life on the line with billing our February and March bills have come with no credit. Another phone call to billing, 30 minutes later, I was assured my credit will be applied. Way too much time has been spent on Frontier. Unfortunately we have no options where we live. Time to try a hotspot!

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**Tim Reese** · Citizen · (Postal Code: unknown) · Mar 21, 2018 8:32 am

👍 1 Votes

I have had Frontier as my service provider for 16 years and have had so many service interruptions or slow downs over the years that I have the customer service phone number memorized. Each time there is an issue, resolution takes far longer than it should. I have tried desperately to change service providers to Mediacom, but have been told directly by Mediacom that Frontier is the only service provider legally allowed to service my residence even though they have a cable at the street less than 100 yards from my home. Frontier's service is the worse of any company I have ever dealt with, but I need internet service and they are the only provider available to me. Please take steps to allow competitive service.

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**Ben Barland** · Citizen · (Postal Code: unknown) · Mar 22, 2018 7:49 am

👍 1 Votes

I have been a customer since 2009 and always paid my bill on time every month. The service was okay at best when I first got them and I live in the northland so I was okay with average service. I always had a "bundle service" Dish TV, Land line phone and also "high speed internet". My service starting getting very slow about 5 years ago. I can not even begin to express how many hours I have been on hold or on the phone speaking with a so called customer service agent. This is the worst company and customer service I have ever had to deal with. Such a disgrace to even have a company like this providing a so called premium service in Minnesota. Run them out. I have been trying to cancel my service since September 2017 because I could not even load Facebook on my cell on Wi fi. After calling several times and canceling the bills keep coming. I have even tried paying some of them to get them off my back. I don't even know how much money I have over paid since then. So after my non payments have went to collections and I sure my great credit scores have been tarnished I am at a loss and don't know were to turn

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next. Bills keep coming and I keep calling to refuse payments. Managers after managers and no one has an answer. SOMEONE PLEASE HELP.

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**SONIA SCHAEFBAUER** · Citizen · (Postal Code: unknown) · Mar 22, 2018 3:54 pm

👍 1 Votes

Ever since at least 2011, we have experienced a gradual but noticeable decrease in our wireless internet performance. It used to reach the far end of the house and was strong enough to surf the web, stream video services, play online video games, etc. and rarely dropped. Since then, our signal only reaches partially through our home. We have called Frontier dozens of times and have been walked through how to change our WPN settings, reset the modem, etc. We have had them come to our house to test the modem/router. We have replaced our modem/router. We have installed repeaters throughout the house in hopes that the situation improves.

Currently, the internet drops multiple times a day for brief periods to upwards of 30+ minutes. It becomes increasingly spotty after working hours, making any streaming between 6p-11p challenging to impossible.

We have had Frontier employees (who have come to our house to check the router) tell us that even if they replaced the device, the service would continue to be slow/spotty as the cables simply cannot keep up with the demand as Franklin Township continues to expand.

This has been going on for years. It is absolutely unacceptable for Frontier, our only provider option, to continue to charge us what they do, only to slowly and continuously decrease our service. We have ran internet speed tests and have never come in at the speeds we pay for. I am incredibly glad this has been brought to the states attention as we are, without a doubt, being taken advantage of.

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**Nancy Gould** · Citizen · (Postal Code: unknown) · Mar 25, 2018 1:20 pm

👍 0 Votes

The internet service is absolutely horrible. You would think with all the technology today they could do something about this. It is constantly disconnecting. I pay \$45.00 a month for supposedly the highest I can get, but I also pay a Dish Satellite bill and cell phone bill...that is 3 bills a month and all pretty much rely on internet service which rarely works. I cannot Work from home because of this. Even had them up here to check it out and said my computer needed updates installed. The tech tried to update but the internet was so slow and kept disconnecting had to take my computer downtown and have the updates installed there. Now that is really bad that I can't even install my updates but yet I pay every month? For what? I live in a rural area so I have no other options than Frontier because believe me if I did I would switch. Something needs to be done. We all deserve better service than this. They are getting paid regardless and we get nothing in return. For a multi million/billion dollar company I would think they could do whatever it is they need to to provide atiquit internet service

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**Rebecca Sterner** · Citizen · (Postal Code: unknown) · Mar 30, 2018 11:00 pm

👍 0 Votes

Like others commenting here, we have no other alternative for internet service. Service is terrible. I often cannot pay bills online; participate in online meetings, download the daily newspaper, etc. because service is so slow. More than 20 years ago we were one of the first to get dsl service and our friends were jealous. Now, I can honestly say that every other service seems better than Frontier. We installed-and pay for-two internet lines to try to improve service. It did not. I cannot believe that I live in the Twin Cities and have such substandard service.

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**Jeff pipes** · Citizen · (Postal Code: unknown) · Apr 05, 2018 3:36 pm

👍 0 Votes

Frontier is not complying with the PUC service requirements. We moved to a home near Dennison Mn and called Frontier and attempted to get a home phone hooked up. After 7 weeks of "working" with them, we finally gave up and had to go get expensive cell phones. We never got a phone hooked up. We made dozens of calls to Frontier, waited for their staff at the home numerous times. Staff either did not ever show up for appointments or where very late in arrival. Still, after numerous attempts, they just could not get the phone to work. The house is 1915 and had had a phone connected for 100 years prior to our purchasing the home! They completely failed in their duty to provide telephone service. We are left with NO PHONE SERVICE. This is a SAFETY concern as we are on a farm in a rural area with poor cell coverage.

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**Natalie Stovern** · Citizen · (Postal Code: unknown) · Apr 06, 2018 7:10 am

👍 0 Votes

We have had Frontier for years. We are only a few miles out from Prior Lake. There are other good carriers close but they would not come into our neighborhood. We have spent hours with Frontier on the phone, waiting while the tech comes out, running around to libraries and coffee shops to do homework or business work, suffered long outages and random buffering that lasts from a few minutes to hours (even at 3:00 AM). The service tech has told us the cable is run with or through old phone lines plus the equipment at the hubs is out of date. We are further away from the Hub so it's really bad for us. He said he does not think Frontier will upgrade and that we will never get more than 3-4 down (usually it's a lot lower) I have years worth of screen shots showing speeds 1-2mb and below. When Frontier comes out to check: they blame the modem and replace it often, blame our smart phones for take up too much of the signal, blame modern houses for having too many devices on the internet. We have bought new routers, turned off everything but one laptop for work, and cycled the modem more than I can count. The issue is not in our home but it's Frontier's old phone lines and hubs that have not received needed upgrades since we moved into our development 20 years ago.

The expenses we have incurred involve: purchasing different routers and extenders, having service on computer to make sure that's not the issue, purchased a Verizon hot spot for back-up, extra data costs on the hot spot and our phones when the internet is down or buffering and cost to hook up Hughesnet satellite as a supplement and back-up to Frontier. We run a business and cannot do banking when there isn't enough juice; therefore, I have to go to a friends home. Because of this terrible service, I have to go to

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the library and coffee shops regularly to do our invoicing and routing on our cloud-based program. There have been issues with sending emails and bids to our customers so it affects our business. We also have real concerns that if we try to sell our home, we will run into trouble when a potential buyer finds out Frontier is the only option. Finally, we are attempting to run a business on dial-up speed while being charged for the "fastest speed" they offer in our area. This is a very bad company and should not be allowed to keep ripping off good hard-working people. Thank you.

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**Jean McDermand** · Citizen · (Postal Code: unknown) · Apr 16, 2018 1:57 pm

👍 0 Votes

We have had Frontier phone and internet service for many years, started with dialup internet and switched to DSL as soon as it was available. I cannot count the many times I have spent on the phone with customer service over the slow to nonexistent internet speed. After switching out countless modems, provided by frontier, we finally purchased the most expensive router/modem Best Buy offers, and found it was better than Frontier's. After many home visits from a frontier technician, the technician finally confessed that we would never be able to achieve speeds of more than 2.5 Mbps, due to our distance from the junction box. I thought that was funny due to the fact that I don't think I have ever seen a download speed of over 2.0 Mbps and download speeds of .05 Mbps is not uncommon. The Technician also said that our area was to receive an upgrade which would increase our speed, but that was 3 years ago.

Sending/receiving emails with attachments are problematic, for you never know if it will send or be received, most times you get an error message or the email is sent/received hours later. We can only use one device at a time when using the internet, so I have to run around to check all our many devices to make sure they are not logged onto the internet, this is quite unacceptable. Over the years I have had many discussions with friends, neighbors, and co-workers over Frontier's internet, we all have the same problem, paying for a specific service that is not delivered as advertised. Frontier has been receiving our monthly payments for years and not delivering the promised product, robbery!

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**Mark Chatterton** · Citizen · (Postal Code: unknown) · Apr 17, 2018 8:04 pm

👍 0 Votes

In our area—Mound, MN—Frontier has not provided quality internet service at the speed and price they advertise and enroll their customers into.

Quality: Internet connections drop out regularly, requiring cycling power on the modem to re-establish connection. Frontier technical support tells us this is an "area problem." Frontier technical support and customer service stated to me on at least five occasions that this is a known issue; their equipment cannot handle the volume of network traffic in this area.

Price: Frontier's solution to this problem, offered by their technical & customer service agents on March 19, was to switch us to fiber for faster speed but at an increased cost of \$15/month (60% increase from our current monthly charge). I told Frontier technical support this is a bait-and-switch; we are not asking for a service upgrade. We simply want reliable service at the speed and price we enrolled in. Frontier customer service then offered to issue us a credit against the extra \$15/month for one year. Beyond that,

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no promises.

Frontier's "area problem" should not be fixed by reaching into the wallets of its customers. We hold up our end of the bargain by paying our bill in full and on time. Frontier has an obligation to provide reliable service at the speed & price paid for. If it needs to switch some customers to fiber to fix this until the area equipment is improved, that should not be a burden on those switched customers.

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**Brett Ripley** · Citizen · (Postal Code: unknown) · Apr 22, 2018 5:19 pm

👍 0 Votes

Frontier has lost many customers up in Koochiching County, Minnesota! Paul Bunyan Communications has run a broadband line up Hwy.71 linking up many customers in the rural communities like my town of Big Falls. Unfortunately, I live 3 miles from that line and have been stuck with Frontiers' so-called "High Speed DSL" services. Back in 2008 an awesome service tech. known up here as "Telephone Dean" came out to hook up my services asking me why Frontier offered internet services to me since I was at the end of the line so to speak! Somehow he managed to increase the booster signal to my house and said it was just enough to call it "High Speed" at around 1mbps or 1Gb max. Telephone Dean returned quite a few times to adjust, tweak, or outright replace the booster for my internet and phone service over the years. Sadly, he retired 5 or 6 years ago and I have struggled with the poor internet service eventually, I eliminated my phone service due to poor sound qualities and static in the line. Many of the comments in this discussion are similar to mine and my service requests made to Frontier are very frustrating. One customer service representative back in the fall of 2016 said "Improvements to the DSL lines in my area are in the works and should be complete within a year or so." Nothing has changed in the area and Frontier continues to lose customers up here. There are 18 households in my neighborhood that would be very happy to have internet service but cannot due to Frontier's outdated infrastructure and their unwillingness to invest in upgrades. I write this comment in hope that the PUC takes notice of Frontier's lack of commitment to needs of their rural customer base. One last note for this discussion of Frontiers' "ailing" customer service....Back in the fall of 2016, three weeks of repeated calls I made to customer service, including 2 failed service repairs.. Somehow I finally convinced them my modem was faulty only to be billed \$140.83!!! I will be discussing this with Frontiers' customer service since I should not be charged anything for a service tech to drop off a replacement modem on my doorstep leaving me to set the darn thing up....I will keep this discussion posted on how my old billing discrepancy I recently noticed is handled by Frontier's Customer Service!

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**Ann Drenth** · Citizen · (Postal Code: unknown) · Apr 30, 2018 4:36 pm

👍 0 Votes

comment...In 2015 my mother-in-law became a resident of the Park View Manor Nursing home in Ellsworth, MN. From the first day her phone was hooked up there was problems. No calls could be received. After a month and a lot of hassle with Frontier the problem was resolved. The line going into her room was never hooked up. The billing department told me that she would give credit for that month since the line was not useable. Months later she was billed double because she never paid that bill. The billing department said they knew nothing about the credit. After quit a bit of arguing for weeks I ended up paying the bill. From 2015 through 2017 her account was not credited for payment 3 times. The checks were cashed and late fees were added to the account. I kept calling

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the customer service number and was told they needed a copy of the checks. Small town banks do not have access to the pictures of checks that are ACH deposited by companies. After getting item detail reports from the bank the account was finally credited. This went on for 4 months the last time. This was very stressful and costly with all the faxes that had to be sent. No one at Frontier was looking to see where the payment went. When I told them to cancel her phone the gal from customer service was very rude. She said that the line was needed for internet and I told her my mother-law was 95 years old and didn't need it. Her reply was that it was needed for a life line. She finally agreed to cancel the service after she couldn't think of another reason not to. Very rude employees and very poor service.

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**Susan Andersen** · Citizen · (Postal Code: unknown) · May 05, 2018 9:40 am

👍 0 Votes

We have been Frontier customers in rural Aitkin county for over 20 years. Our phone service has never been a problem but our internet service is terrible almost to the point of nonexistent. We pay \$30 monthly for "High Speed Internet Service" and are lucky most days to receive any internet service at all. We were told by customer service at best we are to receive 1.6 mb and that we are only paying for the option to browse the internet at best. When speaking to customer service agents they are never in the state of MN and some have even stated "how can you even handle service that slow". Our service cuts out several times a day and if anyone in the house is attempting to use WiFi there is a drastic slow down in the little service that we already receive. We have had service techs come out and tell us that Frontier has too many people on the equipment that serves our area and there are no plans to upgrade yet they continue to add people. Frontier is unfortunately the only service provider in our area. Basically we are paying monthly for a service that we are not receiving. We have had many service calls and replaced routers only to see our service become slower and slower. We have two kids in our home that require the internet to do homework and they are unable to even begin to use our internet for that purpose. Frontier has extremely long wait times for customer service and never seems to provide a solution. I have had many discussions with neighbors and community members who are just as frustrated with the service or lack there of provided by Frontier . If we had other options available to us I would change providers without hesitation.

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**Linda Osiecki** · Citizen · (Postal Code: unknown) · May 24, 2018 10:39 am

👍 0 Votes

I write this from McDonalds because my Frontier internet is AGAIN down this morning. It was down also last week. I spent an hour on the phone with Frontier trying various things to get it working, only to have them say they had to issue a service ticket. The scheduled service date was 4 days out. By the time that date rolled around, the internet was back working. I've logged many, many tickets with Frontier over the last few years. And this is standard operating procedure. It's very frustrating! Internet service is extremely slow and unreliable.

I work from home so having internet is critical. The equipment in my area, Beaver township - Aitkin County, is old and out of date. The internet speed is so slow when my company's IT dept needs to push an update to me, I have to run into town where the internet is faster. I am also treasurer for Beaver township. When the state auditors office updates the software that is used(CTAS), or I need to submit year end reports, I again have to go someplace with faster internet.

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The local Frontier tech guys are great, but the equipment is old and out of date. We do not receive even the minimum internet speed!  
Please help!!!

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## HAS FRONTIER COMMUNICATIONS COMPLIED WITH THE COMMISSION'S CUSTOMER SERVICE STANDARDS? 50 Answers · 0 Replies

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**Jamie Lanners** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:31 am

 2 Votes

My husband called to inquiry about service and were told would only get 1 mg but it was better than others because it was guaranteed to always be that. He asked if it would stream go to meetings and he said it should. My husband said he'll have to talk to me his wife before he makes a decision. The agent said in my household I am the man and I don't need to consult my wife before I make decisions. Extremely rude and my husband hung up on him. This was not a good sales tactic and would never utilize this company after someone trying bully my husband into purchasing a service that wouldn't even qualify as high speed Internet for working from home.

---

**Josalin Norbistrath** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:55 am

 2 Votes

I have had so many problems with frontier over the last 10 years of having service. I have been charged for services I haven't had, I have been over charged for times I had let my service be shut off. I called and asked them to put my service on a vacation hold which they never did then billed me, then permanently disconnected my service which resulted in almost 600\$ in which I paid to get my service restarted. When I asked what those charges were for they couldn't give me a straight answer. I was paying \$160 for phone service and internet a month. That is outrageous. When I had my services restarted they gave me a run around for 2 weeks why they havent started or opened my service back up, I had to go out and fild a field office for something to be done about it. I didn't have another choice but to have frontier because they are 1 of 2 service providers here where I live. I had someone come out from the esst coast to fix some problems I had with service he said the box with the lines needed to be cleaned out and couldn't understand why they didn't clean them out if they were just here doinf service. He was the most helpful person so far as frontier I have dealt with. I have his name and number to pass along to anyone who needs it and he can explain the issues he was dealing with while he was in the area. Frontier has had the worsr customer service and worst billing. I honestly think that for all the years I was billed and over billed for such horrible service that part or all of it needs to be refunded.

Since I have switched my cell phone provider to Verizon, I have a hot spot on my cell phone and it works better then the internet service I had through frontier. The service

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through frontier was always out, or very very slow.

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**Joshua Tonkin** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:25 am

👍 2 Votes

We are currently paying for 25 mb for internet, but we routinely are only getting 6-7mb. I've called several times and used their chat option to try to get to the bottom of it and every time, I get told "there's an outage." It's frustrating that we aren't getting even close to what we're paying for.

---

**Joshua Borchardt** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:48 am

👍 1 Votes

When I had Frontier, service would shut off during the day, which made it impossible to telecommute, and and would lose service for 10-15 seconds throughout all hours. Multiple calls to fix lead to false promises, and nothing would happen. Finally after multiple threats of reporting them did they "fix" the problem, which still dropped service occasionally throughout the day but less frequent and shorter periods. Additionally, the speeds are much slower than their counterparts in this and other markets.

---

**Richard Christenson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:36 am

👍 1 Votes

We were promised 1 mg speed, but have rarely received it over the past 10+ years. In fact our Internet service disconnects many times a day. When I call in they try to tell me we are diconnecting it! One time the tech told me it had disconnected more than 350 time in the past few weeks... 8 times that morning. They do not offer credit for services not rendered. We have had technicians here many times and the problems never got solved.

If anyone at the state level reads this, please respond with an "ok".

---

**Grant Garriott** · Citizen · (Postal Code: unknown) · Feb 17, 2018 12:37 pm

👍 0 Votes

We have been frustrated Frontier internet customers for 3 years. Until recently, there have been no other options in rural Aitkin County. We pay \$35/mth for "up to" 6 Mbps but on good days, get 3 Mbps or less speed. There are many drops particularly if it is windy, rainy or snowy. I reboot the Frontier modem multiple times each day in a desperate attempt to latch onto a reliable circuit. Now, with the help of MN state and Aitkin County broadband grants, SCI is expanding their service in the Big Sandy Lake (McGregor) area and we will convert over once it is available. The only bright spot in this difficult relationship with Frontier - the local, McGregor Frontier technician has been wonderful with his support and is very competent. It is unfortunate he has to work for such a dysfunctional company.

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**Scott Erickson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 3:11 pm

👍 1 Votes

After numerous complaints I had one of their customer service guys visit my house to do a diagnostic test to find the problem, there was no problem. After some conversation he admitted that Frontier does not have the infrastructure to handle all the users so at peak periods of the day we'd lose service & they have no intention of fixing it. I filed a complaint with the FCC which did nothing. Then I continued to call the company to complain, asked to whom I was talking with and was repeatedly hung up on. These people need to lose their jobs and the company needs a huge FCC fine.

---

**Amy Shattuck** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:41 pm

👍 1 Votes

We pay for 6 Mbps. When we call them to complain of no internet of incredibly SLOW internet, they tell us that all they really HAVE to give us is 2.2 Mbps. Then why are they charging us for 6 Mbps? Regardless, we only GET 0.2 Mbps - so technically, if we are paying for what we actually are getting, our bill would be 1/30th of the amount we are currently paying. I'd love to see them have to pay us all back for what we have never been given by them!

---

**Scott Westphal** · Citizen · (Postal Code: unknown) · Feb 18, 2018 6:16 am

👍 0 Votes

I get 11 Mbps at work about two miles from my house where we are able to get Midco service. At home I am only able to get Frontier service and it tops out at .2 (point two) Mbps. I call to complain and they tell me, "Oh, that's just because your service is bad at your address." I tell them, "But YOU'RE my service." They say, "Yep. That's what you get." I would drop Frontier in a heartbeat if I could. Point two Mbps in 2018. In Washington County.

---

**Theresa Joslyn** · Citizen · (Postal Code: unknown) · Feb 18, 2018 9:20 am

👍 0 Votes

I also live in the rural area and did not have a choice on service so got frontier. I have had very slow internet most always and that is if there is any signal that the internet is working the last month has been extremely bad. Customer service is friendly enough but you are on the phone with them for hours. I don't use my computer much during the day so when I come home it would be nice to be able to have it working. Every one says I am getting charged to much but when there is not any other phone company what can you do?

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**Jennifer Dotzenroth** · Citizen · (Postal Code: unknown) · Feb 18, 2018 10:28 am

👍 0 Votes

We have been subscribers of this product for over 10 years. Frontier is the only service

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provider in the area. After 50-75 hrs of phone calls to Frontier. Service never improves. New trunk lines may make a difference, however there are \$\$\$ costs associated with that. Technicians that come to the house are always very friendly and helpful within the parameters they have to work within. At one point we had to wait over one year for lines to be buried. The contract servicer that initially showed up saw the job and turned around and left. Again after following up multiple times with Frontier we were given the run around. Over a year later a former contractor returned to the area and completed the job. In the interim they had lost our address and work order ..... the story goes on and on. To sum it up. We pay for a product that has constant problems and often times does not work at all. There needs to be some resolution with internet in rural communities.

---

**Grant Erickson** · Citizen · (Postal Code: unknown) · Feb 18, 2018 12:38 pm

👍 0 Votes

I live in a rural area also and have been a Frontier customer since 1990. NOT BY CHOICE. Right now I have internet service only as I canceled my land line years ago. I pay for High Speed Internet but only getting 0.58 download and 0.54 upload speed. Cannot use my smart TV for Netflix or anything streaming. Frontier says that they are looking to make upgrades this spring but I'm not holding my breath. Had so many problems with the internet connection in the past and not much has improved. It amazes me that a friend of mine who lives 8 miles from me and has a small phone company 10 miles from his farm has fiber optics bringing his internet and TV service. But Frontier as large as they are cannot get us decent internet speeds and upgrades. I do not like paying for something and not getting what is promised.

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**Dale Tomczak** · Citizen · (Postal Code: unknown) · Feb 18, 2018 1:24 pm

👍 0 Votes

I have been a Frontier customer for many years. for the most part service has been adequate. over the past year however, internet service has been awful, constantly dropping service. last year i asked Frontier about the issue and service tech came out while nobody was home. he did leave a new Router. i connected it and it seemed like that was the problem, at least for a few months? internet service is back to constantly dropping connection again. i`m not sure i could count them all in one day? paying for a service that at times seems like i will not be connected long enough to complete this comment? very frustrating to say the least!

---

**Jennie Maine** · Citizen · (Postal Code: unknown) · Feb 18, 2018 1:33 pm

👍 0 Votes

What a joke- the people you call do not care - nor does frontier- I do not know how they are allowed to operate with such bad internet services. They will lie about it all and not do anything. I am already paying for high speed internet and not getting it. We have 0 options or I would not be a customer. We are getting ripped off.

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**J. Smieja** · Citizen · (Postal Code: unknown) · Feb 18, 2018 3:37 pm

👍 0 Votes

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I'm not sure if they comply with the standards for customer service, but they are far better than Mediacom here on the west side of Hennepin county. I switched to Frontier in the fall of 2017, after experiencing the worst customer service with Mediacom. The cable line got damaged in the ground during a project, and despite telling Mediacom exactly what happened, they sent the wrong tech. After that, we experienced back to back issues with poor customer service. They committed to scheduling a follow up visit, which never happened. The next appointment I scheduled was suddenly cancelled without them contacting me. The following appointment I also had to schedule was also cancelled with no follow up due them not being able to go into a neighbors yard with a loose dog. After 3+ weeks of no cable or internet, and their inability to execute, follow up, or communicate well, I called and cancelled my service. They made no attempt to keep me even when I calmly explained why I was leaving then.

As for Frontier, they were quick to get us connected, and I had one service call that they responded to immediately and resolved promptly without forcing me to take a day off from work and wait for them.

In summary, if Frontier is being investigated, then so should Mediacom. I know multiple area residents who feel stuck with Mediacom despite poor customer service experiences. Frontier has already demonstrated better customer service in my short time with them.

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**David Fleming** · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:08 am

👍 0 Votes

We have lived in a Frontier service area for approximately 18 months. Other than satellite options, Frontier is the only provider available in our area. Overall, the level of service has been well below what was advertised when we originally signed up. As the only land-based provider available to us, the level of service and customer support has been frustrating and confusing. We had been told by neighbors that Frontier "over sells" the level of service available in our area. When we asked a Frontier service technician about this, he agreed with that statement. We experience outages at all times during the day but especially when school is not in session. The local Frontier office support person has been confrontational and condescending in her dealings with us. If we could, we would switch providers immediately due to their lack of customer support and unwillingness to offer any type of corrective action.

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**Mellisa Balfanz** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:06 am

👍 0 Votes

We live in a rural area with no other options for phone or internet. I have been unhappy with the service provided from Frontier since we moved to this house in March 2013. The internet service is constantly going down with no response or information from the company. The most recent outage there was an automated message via a phone call saying the service is down with no known estimated fix date. My daughter is required to use wifi from our house to do her homework on her school supplied Chromebook. The service was down for 2 weeks which made homework very difficult, especially when there is no fix date. I understand occasionally we will need to use the library for wifi or our hotspot from our cell phone. My daughter used her hotspot, but that gets very expensive to use if we go over our data limit. I called multiple times and they said we would be put on the urgent list so we wouldn't have to wait the 3 days they were booked

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out for. They were scheduled to come out on Friday, February 16th and never came or called early like they said they would and never showed up on Friday either. My husband called again on Friday and nobody knew they were supposed to come out and they could tell by looking on their end that there was a problem at our house that needed to be fixed. Now they are scheduled for today, we will see if it gets fixed.

---

**Dianne Bettin** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:33 am

👍 0 Votes

I have made numerous calls over the past 2.5 years to try to resolve ongoing overbilling on a phone account. I have talked to numerous customer service reps and so called managers with probably about 5 hours of phone time and NOTHING has been done. It is probably the worst customer service I have ever dealt with. Unfortunately they have us over a barrel with no other options.....

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**Paul Anderson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:46 am

👍 0 Votes

First of all... the biggest issue I have is that when the service is down, I have no ability to contact Frontier. There is no cell service where I live, and no other alternatives means of communications. If I want to contact them about an outage, I have to get in my car and drive to a location where I can get a land line or cell signal. This is a huge issue in itself.

That being said... even then, the response to outages or degraded service is very very poor. First of all, getting through often takes a very long time. And, once through they usually just say there is an outage, and that is it. No forecast for resolution, updates, etc. It is hard to tell if they are even listening to the reports they are getting, or if it even matters if you complain.

I find the people on the phone to be pleasant and attempting to be helpful, but there is only so much they can do when the operations behind the scenes isn't what it should be. I expect some reasonable response, even if the forecast is out a ways, I want to know my issue is being looked at and will be resolved.

I don't need them to roll a truck right away, I just need my phone/internet to work. I usually know what the problem is, and can identify if it is a local CO issue, DNS issue, network congestion, or other problem. I'm likely more technically able than the average consumer.

Frontier is not meeting my expectations of the quality of customer service that I expect. Something needs to be done.

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**Morgan Anderson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 11:17 am

👍 0 Votes

In December of 2016 I had scheduled to have service connected, no one showed up and I called to request a new date, due to the holidays, it was another 2 week wait, which was understandable and mistakes happen, the customer service representative was apologetic and gave me a \$25 credit towards my first bill. The second appointment, no one showed up then either. So this time I asked to speak to a manager. He was

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extremely rude and said there was nothing he could do and I asked to speak to his manager and he refused, he also took away my \$25 credit from the first error. I asked him to transfer to another representative and he agreed, but he just left it on hold and never transferred...for 20 minutes I waited and just hung up. He also wrote several untrue statements in my account notes " that I was swearing and calling him names" (which I never did and was in tears that he made those accusations). That representative also wrote in my notes to "never give me the \$25 credit under any circumstance". I only found this out from another representative when I called on the following months bill when I never received the credit. I have never experienced something so rude in my life and I wrote an email to the customer service and CEO because I was so shaken from it.

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**Russell Frantum** · Citizen · (Postal Code: unknown) · Feb 19, 2018 11:55 am

👍 0 Votes

I have had Frontier for 5 years. They have recently offered an "upgraded internet service" which required a higher fee and a new modem. They installed and it is so much slower than the old "slower" service. They have been to my house numerous times and checked the speed and have confirmed every time that it is slower than it was in the past. They are blaming our computers saying that because we have the latest version of Windows 10 is not working with their new upgraded system. I asked to be down graded or not pay for the new service. Their response was that I need to downgrade my Windows versions and that they can not go backwards in my internet service since they have upgraded me and they can't reduce my charges back to the old rate... so I am stuck right now with a slower internet or no internet at times and paying a higher rate for it. They said it is my issue to deal with as they can't go backwards and the next level of service has the same issue with Windows 10.... none of this was disclosed when the upgrade was offered. I would expect at a minimum a refund of the difference but would prefer to have the faster service! Customer service reps lie and then when you catch them in a lie they hang up on you.

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**Kathy Olson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 4:25 pm

👍 0 Votes

We reside in a rural area of Pine County. Frontier is our land line and internet provider. Customer Service is terrible. Internet service is on and off. Here is our latest story: On 9/21/2017 we lost phone and internet service. We called Frontier and were told it would be 5 to 7 days for repairman to come. On 9/25 a contracted repairman did show up. He was able to restore our dial tone, /with much static, but not our internet. He stated all he had to do was get us a dial tone and he k/new nothing about internet. In the process of the repair he used our cordless telephone. After he left we noticed one of our cordless hand phones was missing. I called Frontier back on 9/26/2017 to not only report the static on the line and no internet but the missing phone. At that time we were told it would be 5-7 days for a repairman to come out and they would check on the missing phone by calling the repairman. We would receive a call back the next day. Well, that never happened. On 9/28/2017 I called back to follow up. I was told we had a serious broadband issue. They were still following up on the missing phone. Finally on 10/3/2017 a repairman showed up and our land line dial tone was fixed (the previous contracted employee had the lines crossed) and we needed a new modem for the internet. I spoke with the technician, who was a Frontier technician about our missing phone and he could not help us. I continued to call Frontier, being transferred between departments, with no luck. I requested 3 weeks credit on my account for the time we

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had no phone service and the time we had no internet, plus asking \$40.00 compensation for the phone as I needed to purchase a new phone to replace the one taken in error by the first repairman. I was getting nowhere fast. Eventually I received 2 weeks credit on my account for loss of service. In November of 2017 I contacted Frontier again through their online chat. Chat started at 11:05 am and ended at 1:49 pm. It was a very frustrating conversation I was transferred between departments, i requested a supervisor and did not get one. In fact, through all this conversation, they tried to sell me more services rather than resolve the problem I called about. In the end I was told they were not responsible for MY phone. As I am typing a response to the rep. she hung up on me. I know they can tell when someone is responding/typing. On 11/14/2017 I sent an email to the office of the President of Frontier Communications and as of this date have had no response. I purchased a phone for \$54.00 plus tax of \$3.98. Needless to say I am VERY disappointed as to the customer service I received on this issue. I feel that without any questions Frontier should have reimbursed me 1 more week for no service and also for the phone I had to replace due to their technician taking the phone receiver.

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**Sheila Gehrke** · Citizen · (Postal Code: unknown) · Feb 19, 2018 5:09 pm

👍 0 Votes

I switched from Hughesnet to Frontier February 2017 because the cost was half the price and it was unlimited use. My cost has not changed since the beginning.

I called due to slowing internet and was told that there ARE high peak times and that I may see a slowing of my services followed by an apology. I accepted this. I later called about the slow service due to the inability to stream video, even though I was told this wouldn't be an issue when I started my service with them. The gentleman I spoke with said that the scan he did remotely showed I shouldn't be having this problem. He suggested physically connecting my router to the receiver I was using to stream video because I wouldn't be wi-fi'ing my internet. (Paraphrasing) So I went out and purchased a Cat-5 Ethernet cord and connected my receiver. Still had problems. I called again. This time they sent someone with a new router that had 2 connections for us. simple broadband and 5G. Was explained to me (by the guy who came to install) that the 5G has faster waves, but lower distance and that it would be available for only half my house.

I still have troubles streaming video, but at this time... I feel it's more due to the level of infrastructure all companies are using versus just 1 company.

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**Roxanne Biniek** · Citizen · (Postal Code: unknown) · Feb 19, 2018 5:45 pm

👍 0 Votes

I called several times about my phone not working and internet not working. My phone would start ringing but not the usual tones. When I'd pick it up it would be a irritating buzzing noise that just kept on going. It would do it during the day and in the middle of the night. Several times they came out and looked at it and it would be working fine at that time. I would have to shut it off so I could sleep. I ended up just leaving it off. I gave up and canceled my phone service. They blame the internet issues on heavy business volume. That also didn't matter what time or day it would just lose connection. Prices went up and service went down.

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**Kelly Hjort** · Citizen · (Postal Code: unknown) · Feb 19, 2018 5:55 pm

👍 0 Votes

I wouldn't know if they complied with the commissions service standards, don't know what they are, but for over 30 yrs. of having to deal with their service I can say they serve us as a costumer of Frontier horribly! I will relate a instant where after multiple calls and putting in multiple order numbers finally a guy came out, my son who lives next door just had a problem a few weeks earlier and said he knew what his service guy did so he came over to help watch the repair guy to make sure he actually worked on our internet issues that was slow and stopping altogether! They said it is a problem he could tweak outside by where the wires come into the house. The repair guy said after talking with my son that "Oh I will go out and Tweek the things inside your box" he left and my son raced outside to "Check on the guy to make sure he did what he said he would". My son caught him coming back with not doing anything and confronted the guy! The repair guy was mad being caught in a lie not doing his job! Other times, yes we would get the same answer like "Sorry you are at the end of the line so you won't get the same internet that others get! Another good one is "Oh, we accidentally turned off the switch at the main box! It would work for just a couple days then we were back to slow or nothing at all! We can't trust Customer service they lie about prices and what is available in our areas and other things and we can't trust most of the repair men. Granted not All the repair men have been bad but when a person has been repeatedly abused you have a hard time letting your guard down.

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**Shannon Bulson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:13 pm

👍 0 Votes

I have problems with my internet. we have to reset it 4 to 5 times a day. Frontier just says their is a lot of people using it nothing they can do. We also HAD a landline we had to disconnect it a couple summers ago due to the fact it kept calling 911 and 411 with no phone attached to the line. the police would show up at my door at 3:00 in the morning ( we didnt call no phone attached to the line. ) they would come to my home and accuse the kids of calling while i was at work the kids would have to call me at work and have the police talk to me to explain that we dont know whats going on and frontier doesnt know whats happening either. But we still have to reset internet 4 to 5 times a day its getting old.

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**Danielle Hanson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:34 pm

👍 0 Votes

Frontier internet is constantly cutting out. I am unable to work within a simple google doc without being told I can't keep working because my internet needs to re connect. Whenever I have called customer service they are not helpful and usually stick me on hold for long lengths of time. They have yet to solve the issue I am calling about. We are paying for internet and get intermittent service at best.

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**Melissa Minars Dobmeier** · Citizen · (Postal Code: unknown) · Feb 20, 2018 8:39 am

👍 0 Votes

I've had Frontier for probably 25 years as it's the only thing available in my area. We

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have dish/phone/internet package. The last time I called Frontier was in December 2016 to complain about our internet service. The rep on the phone opened a ticket to have a tech come out and get me a new modem and upgrade my speed - all for a cost of course. I was at 6 mbs and they were going to move me to 24 mbs. However when the tech got there she told me the rep's didn't know what they were talking about and I couldn't get 24 mbs where I was at. We continue to have problems to this day. I quit calling because all I do is sit on the phone for an endless amount of time and nothing changes. I am always told to reboot the modem and it should work again. I purchased my own range extender to see if it helps - which it does - but the service still cuts out almost daily. The last few days it's been completely unusable. When the internet does work and we try to stream videos - it often "buffers" or spins or just loses connectivity.

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**Bryce Beckstrom** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:30 pm

👍 0 Votes

I believe so; the last issue I had with frontier took over three months to work through and I still do not have the speeds I am paying for. I finally just settled because I did not want to spend anymore time. When I first called I went through three tech support agents as well as two supervisor explaining my issue to (over this 3 month period). Many of them never and recorded what was going on. I would call speak to a supervisor and they flat out would say there are no records of previous discussion. They would not return calls. They would lie about what they are doing or what they can do to remedy the situation. This however has no been the first time I have had these issues. I record calls and also take notes which I can provide as evidence. I have dealt with Frontiers poor service between two houses for many many years.

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**Kristen Leach** · Citizen · (Postal Code: unknown) · Feb 21, 2018 9:31 am

👍 1 Votes

I have been called unkind names; been hung up on multiple time; belittled; called a liar on more than one conversation with Customer Service Reps (CSR) with Frontier Communications. At one time, had the name and direct dial number for a Senior CSR from the "Office of the President" - an office in New York area, I believe, who is in place for escalated issues. Although this woman did provide some answers and assistance; the last issue I had resulted in me leaving 10 to 15 messages requesting a return call - never did get a response. When calling to report issues, it frequently takes 2 weeks to schedule a visit. Technicians in the field friendly and seem knowledgeable (at least the actual Frontier employees - contractors are a different story and have bad-mouthed each other on more than one occasion while in our home), however often issues are something CSRs should be able to fix - Field Techs have voiced this as well. (Example- modem received and 'update' overnight, however the update caused the modem to "loop" and the update would not push thru. We completed multiple reboots - unplugging, plugging back in, disconnecting cables, etc etc etc. FIVE days after issue reported, Field Tech in our home; noted the update and had his contact (CSR?) re-push the update. Modem then rebooted properly. FIVE DAYS for this when a CSR could have pushed the reboot themselves. I have pages and pages and pages of notes from bad customer service issues along with the multitude of service issues. One Field Tech voiced complaints to a neighbor that it cost Frontier \$20,000 to fix the line to our home/because of us. First ~ not appropriate to talk expense/cost to customers. 2nd - the 1000+ line has been faulty for years and years, according to the field techs in our area. Field Techs have voiced they themselves have indicated to 'higher ups' the line

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was bad and needing replacing. This was only done after we made a complaint to the City of Burnsville and the Attorney General's office. In a world where I now call a company when I have a GOOD CS experience, Frontier is by FAR the most abusive, neglectful, WORST experience I've had from a performance, service and customer service perspective.

I will be adding comments to additional Topics.

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**Geraldine Mages** · Citizen · (Postal Code: unknown) · Feb 22, 2018 9:50 am

👍 1 Votes

I just wish to add my dissatisfaction with Frontier to the others who have commented. I have experienced all of the situations described in these comments. Frequent outages, slow downloading and uploading. Live stream is impossible.

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**Jo Ro** · Citizen · (Postal Code: unknown) · Feb 22, 2018 12:00 pm

👍 1 Votes

I have also experienced so many of the already stated complaints. The last several calls I made to them was last year. It went on for approximately 2-3 weeks until I finally told them that I was going to contact the BBB. They always seem to turn everything around onto the client. It is never their fault. The last time they sent someone to our home to check the internet connection, the gentleman comes into our home without any equipment. Not even a phone. He actually had the nerve to ask my husband if he could use his work phone to check the connection. Of course, my husband gave him his phone and I thought what the heck. Then he proceeded to tell us that it is Frontier's hub in Jordan, MN. that is slowing everything down and/or that is why we were not getting any service. Then he stated that it was our package that we have. He did absolutely nothing!! I reported him the same day and gave his name to whom I spoke with on the phone and still nothing was done. It is frustrating I told them on the phone that we chose you for a provider. We pay every month for a service that we do not get yet they expect their money without fulfilling their end of the agreement. If not you would get penalized. Really? What is more crooked than that. In my book that is calling stealing. Yet there is no accountability on their end.

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**Scott Peterson** · Citizen · (Postal Code: unknown) · Feb 22, 2018 1:14 pm

👍 1 Votes

I feel Frontier Communications has very substandard customer service. I have had to make numerous calls to them to try to get the services that I am being charged for. I was offered an upgraded internet service at a small charge and two months later my bill went up about 33 dollars. I called to inquire about this and was told that certain promotions had expired and that there was nothing they could do. I was not informed of these promotions or that once they expired that my bill would in fact increase. I had to spend time calling them and arguing with them to get the new service removed and go back to my old service. They also never informed me that I was on an "auto renew" basis and they renewed my contract with out my knowledge. I asked what the penalty was to get out of the contract and was astonished to hear the amount. I feel that Frontier grossly misrepresented their products and services. The upgraded service was not better and the cost was misrepresented as well.

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**Cathy Mackiewicz** · Citizen · (Postal Code: unknown) · Feb 24, 2018 11:30 am

👍 0 Votes

We moved to Scandia in 2001 and Frontier was and continues to be the only service provider in the area. The last several years our internet has been slow, disconnects several times a day and shuts down periodically. The last shut down lasted from a Saturday to Tuesday. We run a business out of the house and needless to say, it is an issue to not have internet.

I have called REPEATEDLY over the years and the response has been to "switch the channels" which never works. I do the upload and download speed test and it is always dismal. One of the technicians who came out to the house was very nice, apologetic and said there was nothing he could do. We then we continued to talk for 10 minutes about the service and he said that Frontier has all the things needed to install the faster service "sitting in a warehouse", but won't do it because we live out in the country and we are not a priority. Wow, paying \$34.99 a month for 17 years has cost just our one household approximately \$7,137.96. Seems Frontier is getting the better deal on this.

There are numerous and continuous complaints on Nextdoor Scandia Village about Frontier. Read them for more opinions from people who live in Scandia.

Since Frontier is the ONLY service provider in our neighborhood means that we are at the mercy of a company that provides meager, inconsistent, or nonexistent service. After so many years of complaining, I was thrilled to see them finally being investigated. Thank you!

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**Norman Christianson** · Citizen · (Postal Code: unknown) · Feb 26, 2018 9:50 am

👍 0 Votes

I live in a rural area and get less than 1 mb download speeds at peak times. Cannot watch videos because of buffering. I was told by customer service that there is only so much transmission and they will throttle more to me, but that didn't help. After several calls, a service tech ran a dedicated line direct to modem and said that is the best that I can expect for speed. He admitted that Frontier was not going to spend any money in northern Minnesota because too remote. He said my only option was to find another carrier. I am on auto pay and they apparently renewed my contract for another two years without my knowledge. They said to cancel service would cost me \$450!

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**Jason Husveth** · Citizen · (Postal Code: unknown) · Feb 26, 2018 1:22 pm

👍 0 Votes

I was a Frontier residential (May Township) and commercial (Scandia) customer for more than 15 years. I recently closed all accounts with Frontier due to poor service, overcharging, and being charged for internet speeds and services that Frontier could not and did not deliver. I would regularly have no internet service or very poor internet service. I would regularly check my upload and download speeds, and these were consistently much lower than what Frontier advertised (as minimums) and what Frontier charged me for on a month to month basis. These tests would consistently read less

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than 10mbs down and less than 0.5mbs up. Ultimately, I could not perform my corporate and personal functions over the internet connection that Frontier was providing (such as basic email, web browsing and research, and uploading and downloading business and personal files (even 20MB or less in size). When I would call Frontier to question the lack of performance and quality of service, I would have to wait days for a service person to look into the line, and then I would have to wait on site for 4 to 6 hours to allow the service contractor to work on the line. I believe Frontier knows that their rural infrastructure and service in this area of May Township and Scandia, MN is lacking and that they are advertising and selling MINIMUM performance standards of service that they cannot meet. I would love to have a class action suit filed against this company to try to recoup some of the wasted money (and time) that I had to spend to try to get internet service in a rural area from what was (up until recently) the only option at my locations.

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**Aaron Ahlquist** · Citizen · (Postal Code: unknown) · Feb 27, 2018 10:12 am

👍 0 Votes

I live in SW Minnesota and run a hospitality business. We regularly encounter service issues with our internet and I dread calling Frontier for support. I've spent anywhere from 10 minutes on hold to 75 minutes on hold before I am even able to speak with a Frontier representative. After explaining the issues I'm having with my service the rep will keep me on the line for another 30-45 minutes trying to walk me through different steps to fix the issue. Not exaggerating but the majority of the time I have more knowledge on the issue than they do. Many times their customer service reps are rude, or clearly unknowledgable when it comes to trouble shooting their own services. The calls almost always end with scheduling a tech service visit to our site. But when I call in and request a visit for the same issue I've been having, they refuse to schedule an appointment until they spend 45 minutes on the phone with me walking me through the same trouble shooting steps. On the days that a tech service rep does come to our site, their process is the same as well... change the modem, get the service working, and leave. The service will continue with the same problems within 2-3 days and so I have to start the process over again.

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**Ashleigh Kreider** · Citizen · (Postal Code: unknown) · Mar 02, 2018 2:08 pm

👍 0 Votes

I called Frontier because I received a flyer in the mail with a really great promotion price. It was exactly what I was looking for. Only 15 mpbs (I don't need more than that) for around \$30.00 a month. I spoke with a sales representative and I simply asked what service was available in my area because I live in Mound, MN and we can't get the really high speeds, which I don't want anyway. He said I could get a different promotion they had going on for the same price at 15 mpbs. I said, great! I scheduled an installation for a Sat. morning - window was 8 a.m. - 12:00 p.m. I had to miss some work because of this but they only give you 4 hour windows. The installation technician was a no call and no show. I called customer service at noon to ask when the technician would be arriving... (after waiting 30 min. on hold, I finally was able to speak to someone) and she spent an hour on the phone with me to try and figure out why no one had shown up. After an hour, she said "Well, we'll have to downgrade you." I asked her what that meant and she said the same thing over again like a robot. I said, so you're saying you can't help me? And she said she could transfer me to someone who could, and I said, another sales person? I don't want to speak to another sales person if they are going to set me up for

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something that isn't available in my area. Why didn't someone at least call me to tell me they couldn't give me wifi? I wouldn't have wasted my Saturday. I said, ok, fine, and she transferred me - I was on hold again for 30 min. and no one ever answered, so I hung up in frustration. I called back a bit later and was on hold for 30 min. before someone answered and asked to speak with a manager because I didn't want to speak to another sales person and I wanted them to know what happened. I waited on hold for another 30 min. and was disconnected. I called back again and was on hold for another 30 min. before someone answered and asked again to speak with a manager. They kept me waiting again for another 30 min. before disconnecting me yet again. This must be their protocol if you ask for a supervisor or manager - make sure you disconnect them. I called the Tuesday after (they didn't even call me to say, ("Oh, we noticed that you never got your service installed") to ask them to cancel everything and that I didn't feel comfortable being their customer. I had such a horrible experience. The gal I spoke with was nice and apologized but it didn't change the fact that the company totally treated me horribly. I have never received such horrible customer service. I would rather live without wifi then be their customer. We need to get more companies out in Mound - like Century Link - who actually care about their customers.

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**Tammy Ford** · Citizen · (Postal Code: unknown) · Mar 05, 2018 9:56 am

👍 0 Votes

Several comments: 1) When calling customer service, there is an extremely long wait time. 2) Our land line (still our main phone) went out May 2017. No storm, just a bad line. It took Frontier six days to fix it. 3) There are only a few technicians in all of Aitkin County (which is a large rural area); 4) After they fixed the line, our internet seemed slower than usual. I inquired about it, suggested a newer modem (we rent from them) and they weren't very helpful.

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**Erica Tikalsky** · Citizen · (Postal Code: unknown) · Mar 05, 2018 7:41 pm

👍 0 Votes

We attended a neighborhood block party last year and, I have to say Frontier was a sore topic for everyone. My husband is in Real Estate, and our kids have had some online courses needed for school....for obvious reasons, we need something reliable, we pay for it to be reliable, and we expect it to be reliable. Their help desk/technicians don't help. If you know how to unplug your router/restart it; then don't waste your time calling, that's all the advice they have. We have never received a discount for lack of service/no service. As a matter of fact, the times we have called, they said that they'll charge us if a technician has to come out. Wonderful.

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**Krystal Ludgate** · Citizen · (Postal Code: unknown) · Mar 05, 2018 9:07 pm

👍 1 Votes

In March of 2016 my mother moved from one address to another. I spent well over 10 hours on hold with Frontier while we waited to set up an appointment to have a tech come to test her new address to see if she could continue her Frontier services at her new residence. The tech never showed up and I never received any follow up calls from customer services reps that stated they would call me back so I wouldn't have to be on hold. My mom waited three weeks with no phone or internet and they never showed up. When I called to complain I was transferred to some female higher up who offered

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another appointment. We declined.

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**Stacie Shaw** · Citizen · (Postal Code: unknown) · Mar 06, 2018 2:47 pm

👍 0 Votes

I already posted in the other topic regarding the poor quality internet service we get. For this topic, I will focus on the customer service I've received. In short, the customer service is horrible. First, billing. On a few occasions I have called to see if there is a better plan for my household. For example, perhaps I didn't need phone, or I didn't need all the bells & whistles on my phone, and I wanted to see what my options might be. The customer service reps take forever to pick up, and then most of the time, they can't find your file. Five minutes later, they suddenly find it. They do not want to give you options to reduce your bill. They only want to sell you something more. They are quite pushy and will talk over you to continue their sale pitch. When they finally give you costs for what you want, and you want to discuss it with your significant other before making the change, they always say they will note the prices in your file. When you call back to make a change based on what they gave you for price, the new person can NEVER find that info in the file and ALWAYS give a higher price. When I ask for a supervisor and get to the next level, they have no problem finding the note in the file and even giving a better price. First level customer service is horrible. Upper level customer service is better.

For technical support or problems, the customer service reps you call are also horrible. They speak to you like you are a child and don't know what you are doing when you complain about poor or slow internet. They always just say, "well it should be working fine". When I say, "yes, it should be. That is why I am calling. Because it is not. So what can we do?". They simply repeat, "There's no reason for a problem, it should be fine". Like I'm stupid and am just mistaken. I have to argue with them to get them to agree to send a tech out. The service techs that come to your house have all been great. They are polite and respectful and do what they can to take care of the problem. However, I have had more than one of them comment on how bad (or uninformed) the service center people are and apologize for them. I think that says a lot that the technicians acknowledge to customers that their call center people don't know what they are doing.

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**Sheri Specht** · Citizen · (Postal Code: unknown) · Mar 08, 2018 1:09 pm

👍 0 Votes

We lived in Wyoming for over 17 years. We just recently moved out of the area two months ago. We had Frontier for our internet for a majority of the time we lived in Wyoming. We NEVER reached the speeds they promised us. They always had some excuse as to why we weren't getting the max speed that we were paying for. I was completing my BS degree online, while working full time. Needless to say, the only time I had to complete coursework was in the evenings and on the weekends. I would have horrible speeds while trying to complete online coursework and/or tests. I would call to complain only to be told that it was a popular time for most of their customers and that is why the speeds weren't the best. My test days were Sundays, well, you could just about NEVER get online to access any of my coursework due to "too many customers logged on at once" is the "excuse" I'd be given when I called. I couldn't WAIT until we switched!!! Finally about two years ago we switched to Midco and never had the problems we experienced with Frontier. Midco does not provide service to Sunrise, but

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Frontier does! HA! We decided to save money and time and go with ANY other company. When we cancelled our service they tried telling us that we still owed them \$125. I had paid our final bill in full! They continued to send us bills through the mail demanding we pay the \$125. Horrible service from a horrible company! I'm so glad to done dealing with them!!

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**Jennifer Banaszewski** · Citizen · (Postal Code: unknown) · Mar 15, 2018 1:58 pm

👍 0 Votes

I have had to choice but to have Frontier in our rural area for phone. We no longer have a home phone but continue to use Frontier for internet as it is the most affordable at this time. For the last couple of years, the service has been hit or miss at it's best. It continues to disconnect for no apparent reason all the while Frontier tells me there are no problems being found on line test or outages in our area. The whole town of Cannon Falls is affected so it's not just my household. We have never reached the speeds we were promised and at times I have had to use the hotspot on my phone just so my daughter can do her homework. Every month I have to call because they have added on charges for services I never signed up for. They also have to credit me at times for overcharging me for services I didn't sign up for but they only go back three months. Service isn't only spotty during normal waking hours. I work from home and need the internet for the type of work I do. I've tried numerous times to work between midnight and 4 am, to no avail. The service is still off and on for no reason.

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**Lynette Hopkins** · Citizen · (Postal Code: unknown) · Mar 18, 2018 12:39 pm

👍 0 Votes

I live in Linwood, MN and have limited internet speed because we are in an older neighborhood and the lines are not capable of faster speeds. I've been told they will not be upgrading. We tried to get Midco service out here but there is not enough interest among current residents. We used to have a land line for phone service but Frontier will not price match Midco or Qwest because they are the only service available where I live so we cancelled it. When we had the phone service, our modem conveniently needed replacing every two years, shortly after our contract expired. We have Frontier for internet only. The thing we notice most now is internet speeds significantly decrease the later in the day it gets, becoming almost kin to dial up speeds late at night. My husband works from home and relies on the internet for communication and reference, and regularly experiences slow speeds at various times during the day. We often randomly lose internet service for up to 30 minutes at a time for no apparent reason. I do not feel Frontier is providing quality service as evidenced by their unwillingness to update older networks for internet service, price match other vendors in the area for same or similar services, and provide internet speeds stated in their service provider agreement.

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**Adam VandenHeuvel** · Citizen · (Postal Code: unknown) · Mar 23, 2018 12:19 pm

👍 0 Votes

I had internet service with Frontier. Initially when installed, they laid the new phone line exposed above ground across my property and my neighbors and said that they'd be out in a timely manner to bury the line. 3 years later and 20 plus open tickets to bury the line, nothing. Their only advice was to keep calling - never was I escalated upwards or did anyone take ownership to ensure that it was buried. Needless to say, I cancelled out

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of sheer frustration.

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**Ivan Vogel** · Citizen · (Postal Code: unknown) · Apr 08, 2018 6:12 pm

👍 0 Votes

Frontier has horrible customer service. I Have talked to more than 10 people in the last 4 months, only one was rude, but nothing has been resolved yet. The reps seem knowledgeable on the phone, but fail to do what they say they will. In the past I have been put under contract without consent, had services added without consent, and billed for more than the rep said it would be. My goal is to cancel my Frontier service, but I cannot get them to cancel my service and provide an accurate bill. Frontier, as a company, is a bully who takes advantage of it's customers.

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**Natasha Burt** · Citizen · (Postal Code: unknown) · Apr 10, 2018 4:03 pm

👍 0 Votes

Frontier lies constantly making excuses of why they can't come set up your service. The last time we needed them to come hookup our internet it took them like 3 weeks to finally come, after they had said they would come I don't know how many times. Then the last few months they kept trying to charge me extra fees like a re-connect fee even though I wasn't disconnected. Now, we just recently moved and they had said they would come April 3rd to hook up our internet at our new house. No show no call. Called them and they said someone tried to call me (Nope, didn't happen and if I did miss a call they never left a message) and they were saying they didn't want to come until they talked to us because we can only get 2 mbps instead of the 24 that we had. Okay, sure we will try it and see how it goes since there really are no other options. So then they were supposed to come today and I got a call saying they couldn't confirm my order because we can only get 2 mbps at the new house which is what I already talked to someone about. Two people two different times actually. She said somebody didn't mark it down in the system. That seems to happen a lot and it's unacceptable. So now what, they want to come in another week? We are done with them.

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**Carol Santovi** · Citizen · (Postal Code: unknown) · May 21, 2018 9:22 am

👍 0 Votes

Their customer service is non-existent. When our DSL is down or very intermittent for weeks at a time, calling them will result in the same answer: Reboot (as if we haven't done that 3 times already), and then say that the problem has to be in our home and a repairmen will come out in a week. Never has the problem been with our equipment, nor in our home. Eventually after a few days of complaints from neighbors experiencing the same problem, only then will Frontier actually fix the problem with their own equipment. There is no way to explain this when calling service. They only tell us to reboot, and then set up an appointment for a repair in home. There is no knowledgeable person to talk to. Once when calling about an overbilling, the man speaking to me told me it was my fault because I should pay more attention to my bill. In other words, don't trust Frontier billing. We don't have options for service in our rural area. My husband assists many neighbors (a lot who are elderly) who have farms, small businesses or work from home, when there are issues with internet. We try to operate support for a small business from our home,

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and have tried to have our grandchildren who are homeschooled, do their work from our home, but it can't be done because of the slow internet. In the past 3 months, my husband printed out a speed test at various times of the day. If it actually measures in the Mbps, the average speed on those days was 2.17Mbps. But other days it only measures in the Kbps range, even as low as 481.61Kbps. We are paying for 6.0Mbps. As far as I am concerned, we should be receiving a refund for the decades of scam. We are being charged for services not delivered.

In the midst of buying online, our internet will shut down, and the resulting mess of trying to figure out if the transaction occurred or if it was double billed, takes some time to correct. We have most of our accounts set up online. My bank keeps a tally of how many times I accessed the bank account. It may say that I accessed it 300 times in the past year, but in fact, most of those times I only "tried" to access it, with it never going through.

We were told by a Frontier service person, that the Belle Plaine area, and Canon Falls area are the two worse places for Frontier service. They know it, we know it, why are we still being charged for inferior service?

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**Kurt Aslakson** · Citizen · (Postal Code: unknown) · May 25, 2018 9:08 am

👍 0 Votes

We had nothing but problems and issues with Frontier. We called and complained and nothing ever changed. I have attached the complaint I submitted years ago and the response from Frontier. As a result nothing really changed for us.

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## HAS FRONTIER COMMUNICATIONS ACCURATELY BILLED ITS CUSTOMERS?

💬 39 Answers · 0 Replies

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**Josalin Norbistrath** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:54 am

👍 1 Votes

I have had so many problems with frontier over the last 10 years of having service. I have been charged for services I haven't had, I have been over charged for times I had let my service be shut off. I called and asked them to put my service on a vacation hold which they never did then billed me, then permanently disconnected my service which resulted in almost 600\$ in which I paid to get my service restarted. When I asked what those charges were for they couldn't give me a straight answer. I was paying \$160 for phone service and internet a month. That is outrageous. When I had my services restarted they gave me a run around for 2 weeks why they havent started or opened my service back up, I had to go out and find a field office for something to be done about it. I didn't have another choice but to have frontier because they are 1 of 2 service providers here where I live. I had someone come out from the east coast to fix some problems I had with service he said the box with the lines needed to be cleaned out and couldn't understand why they didn't clean them out if they were just here doing service. He was the most helpful person so far as frontier I have dealt with. I have his name and number to pass along to anyone who needs it and he can explain the issues he was dealing with while he was in the area. Frontier has had the worst customer service and worst billing. I honestly think that for all the years I was billed and over billed for such horrible service

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that part or all of it needs to be refunded.

Since I have switched my cell phone provider to Verizon, I have a hot spot on my cell phone and it works better than the internet service I had through Frontier. The service through Frontier was always out, or very very slow.

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**Kimberly Eisenhuth** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:00 am

👍 1 Votes

I have been held hostage to the monopoly of Frontier for almost three decades. Their service was terrible and I was always told it was because I lived at the "end of the line". I could not send or receive large documents needed for my home business. I was told it was because I needed six pairs of something on the outside of my house for optimum internet service and I was down to one. If that pair went, I would have no internet at all. They couldn't repair the "box or pairs" because Frontier was not putting any more money into their infrastructure because pretty soon broadband would be coming to the area and putting them out of business. This was over three years ago. We tried to add a line to our guest house and they came and "laid" it out on top of our rock wall. It never did work right and we ended up cancelling the service. I finally had to get another internet provider and when I called Frontier to cancel my internet service, and just get the telephone service for \$25.00 per month, I was told I could not. That "special" was just for new customers. I had to retain my crappy internet service if I wanted phone service. As there are no other providers in this area, I'm stuck. So instead of just paying for what I want at \$25.00 per month, I am stuck with paying \$75.00 per month for something I don't want. Oh, and when I talked to them about this, they told me I had been overpaying for TWO years...my previous bill was \$135.00 per month. They gave me a \$100.00 credit on my bill.

Now, let's talk about our phone service. We had a new high powered electrical line go through about 9 years ago. They accidentally cut our phone line. Instead of repairing it the correct way, Frontier just came and laid line on TOP of the ground and we had a constant buzzing on our phone---from the power line. We called and called and called and nothing happened until the county came and mowed the right of ways and cut the line again. This time, Frontier SPLICED the line and buried it. The buzzing continues to this day and I've given up trying to get them to dig up the line and fix it correctly. It took over FIVE years to get a pedestal replaced that had been hit by a snowplow and the only reason they did was because another customer moved in at the end of the road. This business should be held to account for DECADES of poor service! When you live in a rural area, you are held hostage to the only company available and they know it. Unfortunately, cell service was never an option. That's not the greatest out here either...

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**McKinzie Belanger** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:07 am

👍 1 Votes

No. No. No. About three years ago we had moved from one residence to another, and had informed the company of our move, they told us they'd send a service tech out to assure we would have connection, awesome. So fast forward a couple months into this place, we start getting bills from Frontier that we're insanely high. 136\$ a month and up (they never were the same amount) so I chalked it up as well, we're in a different area maybe prices are different, whatever since the only thing listed on my bill was internet

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services. So, three months go by and I finally called and told them. Well here, they were still charging me for the previous house I lived in, charging me for a landline (of which I never had) and also charging me for a landline at my new residence, and never had it there. Stopped paying the bills they ASSURED that they would fix my billing as 6 months had passed and my bill was over 700\$ because I had refused to pay. They told me they couldn't figure out why it wouldn't cancel and to just pay the bill and it would resolve. I refused. After 6 months of this, paying 137\$ a month for months on end for HORRIBLE service, and was given a 70\$ credit on my account. I was extremely upset on how they handled this situation.

---

**Stephanie Randall** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:30 am

👍 1 Votes

We had nothing but problems with our billing while we were a hostage to their service. I believe for 12 straight months I had to call in every single month to get the bill straightened out. We did not use long distance so our bill should have been the same every month as we had a bundle. I was never so glad when another provider started doing internet, it was a happy day when I could tell Frontier that their services were no longer needed.

---

**Emmalee Benz** · Citizen · (Postal Code: unknown) · Feb 17, 2018 2:33 pm

👍 1 Votes

When signing up 3 years ago we were told \$35/month for high-speed internet and a \$5/month discount when bundled with Dish TV services which we had. Afterwards we were not granted the discount and told we needed to contact Dish TV and Dish TV told us we needed to get the discount through Frontier. We were also supposed to discount for having auto-pay and that has never happened. We most definitely do not have high-speed internet, the speed they told us we'd have when signing up was supposed to be sufficient to run 4-6 devices and we are only able to have 1 device and it is still inadequate - loading regularly.

---

**Emmalee Benz** · Citizen · (Postal Code: unknown) · Feb 17, 2018 2:35 pm

👍 1 Votes

We also have never had our rate go up, while my grandmother who also has Frontier internet, although she barely uses internet, has had her rates go up twice in the last 3 years!

---

**Michael Oveson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 3:41 pm

👍 1 Votes

I was constantly having to call frontier for service calls due too their internet always being down. A few times they tried to charge me for these even though they were free. A few other times some mystery charges were made. If you don't pay attention to your bill they will sneak it in on you. After cancelling services with them I still was being charged! This went on for 3 months, they said I owed it, and it would be refunded after the three months.

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**Joni Johnson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:50 pm

👍 1 Votes

Paid \$50 over the phone October of 2016. Have called numerous numerous times and they said they're putting investigation into finding it. They still can't find it and I've been billed every month for it plus late fees. I was billed for a while for home phone which I didn't have. I'm being charged for high-speed internet which I do not get.

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**Amy Shattuck** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:44 pm

👍 1 Votes

No. We don't get what we pay for. It's simple. If we PAY for 6 Mbps, we should GET 6 Mbps. We don't - and they tell us they don't legally have to provide that. They state they are only required to give us 2.2 Mbps. In actuality, we get 0.2 Mbps. That is 1/30th of what we pay for, so they really owe us 29/30th of the bill we've been paying for a decade.

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**Jennifer Dotzenroth** · Citizen · (Postal Code: unknown) · Feb 18, 2018 10:28 am

👍 1 Votes

We have been subscribers of this product for over 10 years. Frontier is the only service provider in the area. After 50-75 hrs of phone calls to Frontier. Service never improves. New trunk lines may make a difference, however there are \$\$\$ costs associated with that. Technicians that come to the house are always very friendly and helpful within the parameters they have to work within. At one point we had to wait over one year for lines to be buried. The contract servicer that initially showed up saw the job and turned around and left. Again after following up multiple times with Frontier we were given the run around. Over a year later a former contractor returned to the area and completed the job. In the interim they had lost our address and work order ..... the story goes on and on. To sum it up. We pay for a product that has constant problems and often times does not work at all. There needs to be some resolution with internet in rural communities.

---

**Veronica Chapp** · Citizen · (Postal Code: unknown) · Feb 18, 2018 3:41 pm

👍 1 Votes

I, too, am held in the monopoly of Frontier's services. Unfortunately, I was naive to the products and services that were available to me, and I was subject to unfair billing for many years because of this. More specifically, I was offered the top internet speed that Frontier could supply, and because of the poor quality of reception in my area, I jumped at the chance to sign up for the latest and greatest. This also meant that I would pay the highest amount possible. I was very discouraged that after signing up for the 4GB TOP SPEED service that I was unable to receive the download and upload speeds that I was promised. After several calls to Frontier over the years and countless technician visits to try to troubleshoot the problem, it was still not resolved. When prompted to complete an online speed test, I could never achieve a speed anywhere near the 4GB that I was paying for. I was lucky if we would get just below 1GB. When I mention that I was calling

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Frontier a lot about this issue, it got to the point where I knew the technician so well, that I even allowed him into my home while I was gone. Finally, after several years of fighting with poor speeds and paying for the maximum, a technician mentioned to be that I should just drop down to the 1GB service, because that is all that this network will allow in this area anyway...I would have never been able to get more than 1GB with the equipment in my area. So why did Frontier sell me on the 4GB service, and charge me for the 4GB service when the equipment they had installed in my area would never allow for 4GB service? I feel extremely cheated and misled. They should have never been allowed to offer me a service they could not deliver.

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**Deb Hagen** · Citizen · (Postal Code: unknown) · Feb 18, 2018 3:50 pm

👍 1 Votes

I am a "newer" customer of Frontiers and have issues from getting my serviced installed to billing issues. I signed up to receive phone and internet service for my new house to be installed end of Sept, only to have them tell me that they could not install as there was no phone line from the pole to my new house. 3 weeks later (which prevented me from moving into my new house as I work from home), and, many escalation phone calls later my service was installed. Then, I received my first bill. Frontier sold me a "bundled" package with a guaranteed price for 3 years with Direct TV (which Frontier placed the order with Direct TV for me), then after receiving my first bill I noticed that it wasn't bundled. After months of calls to Frontier, promises of call backs, they continue to tell me that they do not bundle and the price I am paying now is the best they can do. I've asked them to explain why they would have placed an order with Direct TV if it wasn't bundled, I've asked them to pull and review the sales call where I had to agree to their terms and conditions, have asked them to research how this mistake could have been made and what they can do to make up the difference in bundle price (approx. \$18 per month). On the last phone call with a so-called "supervisor", was told that it was only \$18 and he questioned why I continued to call them and ask them for an adjustment. Also had an issue with service, lost my phone/internet all together, when called to report the issue, they had no record of any service problems and wouldn't have anyone available to service my issue for an entire week. The person on the phone actually suggested that I get in my car and drive around the area to see if I could find a service truck to help (which I did and the person that I found actually fixed my problem). If I had any other viable option for internet and phone, I would choose them for sure.

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**Dianne Bettin** · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:42 am

👍 1 Votes

I have made numerous calls over the past 2.5 years to try to resolve ongoing overbilling on a phone account. I have talked to numerous customer service reps and so called managers with probably about 5 hours of phone time and NOTHING has been done. It is probably the worst customer service I have ever dealt with. Unfortunately they have us over a barrel with no other options.....

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**Paul Anderson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 10:08 am

👍 1 Votes

I would say the industry as a whole has engaged in questionable billing practices and inaccurate billing. Frontier clearly engaging in the same practices, and it is not fair or

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reasonable to the consumer.

First off is the classic Bait and Switch. Promote a cheap offer or bundle. "Get Internet and Phone for only \$29/Month!" or some such nonsense. In teeny writing it will say something about a promotional offer, and commitment needed and whatnot. If you take the bundle, two things happen. The first is they don't make it crystal clear up front what the TOTAL monthly cost will be during the promotion period, including taxes and fees. The second is that they don't make an effort to proactively inform the consumer of promotions ending, and costs going back up.

I am a busy person just trying to work hard and raise a family. If I had all the time in the world, I could spend my time looking for the "gotchas" in the billing practices. But, I should not have to do that as a consumer.

Secondly, the featured offered are often bundled in a way that makes it hard to get basic phone and internet service. The pricing structure is such that each basic feature is not that much, but when you bundle them, you suddenly are looking at a big bill for features that are never used. You need to call them to change the service, and of course they make that a very painful process by having to wait in a phone queue, and then argue with them to change the service. Again, consumers are busy people. We should not have to be watching this stuff like a hawk to make sure we're not getting taken advantage of.

Thirdly, there is the matter of lease equipment and so forth. People get a piece of CPE (DSL modem, etc), and don't know there are other choices. They don't understand the total cost of ownership, and that they are on the hook for a monthly charge. They don't understand that old equipment becomes less reliable with time, and may not perform to current standards.

I put up with a really lousy DSL modem for a very very long time. It caused all kinds of problems. I had heard about a promotion whereby I could boost my DSL speed for not much more money. I called them to upgrade, and they saw the modem I had, and told me the thing was older than dirt and should have been replaced ages ago. WHY NOT TELL ME THAT PROACTIVELY??? I know why... since they can charge a fee for a piece of equipment that has long since been paid for, even if it means I get less than ideal service. This is a very wrong attitude to have.

Sure... I now know enough to watch my bill closely, bug Frontier to get reasonable service, and generally be a squeaky wheel. But it just should not be that way. I'm not sure Frontier's billing practices and accuracy are better or worse, but something needs to be done about it.

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**Kelly Henton** · Citizen · (Postal Code: unknown) · Feb 19, 2018 10:15 am

 1 Votes

My family and I moved out of a house in May 2017. I discontinued services with Frontier and paid all final bills, at that time. Fast forward 7 months and due to lack of other options, I called Frontier to obtain Internet services at our new house. I was told that they were only able to offer me satellite television and phone but no internet because "they have reached their quota" for customers in our area. I did not sign on for any services at that time. About a month later I received a bill, it was sent to our previous address and had a new account number on it. I called, waited on hold for 30 minutes, and finally spoke to a representative and informed them that 1.) I do not live that that

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address and 2.) I'm not receiving any of their services. After another 15 minutes on hold, I was informed that they would be cancelling that bill and I would be sent another showing zero balance. Then, again, in the beginning of February I received another bill showing that I still owe money for a house I don't live at and a service I don't have. Once again, I had to spend another 30 minutes on hold to speak to a representative to explain the situation and just to be told, once again, that there shouldn't be any money owed. I was also told that they are not able to send me a zero balance document now because they only send bills once a month, so, I will have to wait until March to see if they are still billing me for something I'm not receiving.

---

**Lissa Silbernagel** · Citizen · (Postal Code: unknown) · Feb 19, 2018 12:21 pm

👍 1 Votes

Frontier used a bait and switch with me. I signed up for their bundle of TV, internet and phone it was suppose to be \$69.99, when I saw the January withdrawl from my account, they charged me \$393. I called Frontier and they said they were sorry I did not qualify for their promotion. I asked for a supervisor and he said he would call me back the next day and it has been 11 days so far and still no call back. I cancelled auto pay and will not pay them until resolved.

---

**Kelly Hjort** · Citizen · (Postal Code: unknown) · Feb 19, 2018 6:18 pm

👍 1 Votes

Frontier and its billing, everyone blames someone else you get multiple people they keep switching you too and lots of promisssses and still after almost 3 decades I find out I am paying for something they don't have in our area! No Refund, No Other Choices until now. Our choice is Cell Phone in a area that is call a black hole BUT IT WORKS MUCH BETTER THEN FRONTIER with their lies and deceit. We The People Need Help, Bussinesses, Comunities, our Family's So Many have been Cheated and Lied too by Frontier. How can they say 0.3 mbps is Broadband High Speed Internet well that is what we get WHEN it is running! When it is suppose to be 24 Mbps you call they they say oh you should get at least 5 or 6 mbps they tell you anything and Charge you the most they can for their so called High Speed Internet. I would like some compensation for me, other family's and Businesses and Communities. Thanks!

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**Kathy Lopic** · Citizen · (Postal Code: unknown) · Feb 19, 2018 10:05 pm

👍 2 Votes

I needed internet service for my small business and called Frontier to make inquiries as to their cost in Dec 2015. Went over my needs and their costs. Was told it would be about \$65 for land line and internet. I asked if that included all fees and he said well not taxes, etc. I told him I needed to know all costs that would be on my bill in order to determine if my newly started business would be able to afford their service. He said it would be about \$89 a month and they had a special going with no installation charges. I signed up. First bill was \$407. Called them up as to why - oh, there were installation charges, protection charges, pro-rated service, long distance, computer security, etc. Told them what the salesman had said the cost would be with no installation and that I had declined some of the items, and didn't know anything about the rest. They said they would credit my account. Next bill \$360. Called again, couldn't reach the first person I had talked to, so had to go through it all again. He I would have credit on the

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next bill. Next bill \$131. Getting closer now. Called again. Response was that was correct and my bill would be that each month. I told them about the quote I got initially and they should honor it. They said they don't have their own sales staff and that they contract with an outside firm. So I was stuck.

My bill stayed about the same until one month it jumped about \$50. Called again. Oh, that was a company for long distance service. I do not use my business phone for long distance, but only for customers to call in on. All my workers use their cell phones if a long distance call needs to be made. I told them I never ordered it and Frontier said they would give me a credit this month but that I would have to call the company and have them stop it on their end. I asked how Frontier could allow an outside company to put a charge on my bill without Frontier getting authorization from me. They said I had not requested a block to be put on my phone to prevent this from happening. I asked how I could put a block on my phone when I was not even aware that it existed and why hadn't they told me about it. I was told they were not required by law to disclose that info to me. I talked to a supervisor and asked for a copy of the law that stated that. She took my email address but I never got anything.

I would guess that in a year I talked to 11 different representatives from Frontier about my bill and I started asking them which state they were in and each time it was a different state. So were these all from "outside" companies and not actually Frontier employees that I was talking to each time??

I would gladly change to another company, but as I don't have cable, I am told I have to stay with Frontier. Please help.

---

**Bruce Jensen** · Citizen · (Postal Code: unknown) · Feb 20, 2018 7:59 am

👍 1 Votes

Frontier customer for about 8 years, we are paying for 6mbps and are lucky to get 1.5 on a good day. That is only 1/4 of the speed we are being billed for. Living in a rural part of the state we have no other good option for internet service. Complaints about billing and speed get no results. They basically have a monopoly in our area and don't seem to care about their customers or their reputation. We should only be paying for what we get or see improvements made to give us what we are paying for.

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**Debra Arro** · Citizen · (Postal Code: unknown) · Feb 20, 2018 10:08 am

👍 1 Votes

In 2017, Frontier has increased my bill in one way or another every time I call them. Very frustrating, because each call is a two hour process and then next month we have a new problem created as they try to fix the prior month. Frontier's customer service is extremely poor and I am now waiting to see what battle I will fight in March. Truly, I have better things to do with my time.

---

**Bryce Beckstrom** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:22 pm

👍 1 Votes

I too fell have been overcharged in the past and believe I am still being overcharged for a service that others have in which it is faster and more reliable. I have had billing issues that took months to resolve which in the end I have either giving up or final got Frontier to correct it. Was I compensated for lost time? No. I currently pay for a speed I do not have. The Tech said it is impossible to get the speed I am paying for because of to few

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lines pulled from the sub station and line noise. I know of other neighbors that over pay for service they do not have.

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**Kristen Leach** · Citizen · (Postal Code: unknown) · Feb 21, 2018 9:31 am

👍 2 Votes

From signing on for service and verifying multiple times cost for fastest internet, landline and largest pack for DISH – was quoted a specific monthly bill.

First bill arrived – cost was hundreds of dollars more.

Eventually, most of those charges were remediated, however the final bill nearly \$50 more per month than what we were quoted.

Referral fees for other DISH subscribers have not been given.

Often need to argue to obtain credit for service interruptions and for missed appointments.

Frontier indicated we should ALWAYS ask for credit for service interruptions.

While I appreciate this, I only call when service down for more than 24 hours - due to many minutes of service interruptions down daily, I'd be calling multiple times daily.

I will be adding comments to additional Topics.

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**Timothy Bury** · Citizen · (Postal Code: unknown) · Feb 21, 2018 11:07 am

👍 1 Votes

I am a small business owner, in Nov. I was contacted by Frontier about a new promotion. I was supposedly able to lower my bill from \$252 down to the \$160 range with an internet speed upgrade from 3MB to 15MB (for 2 business lines and Internet service) of course I jumped at the opportunity. My next bill was for \$435, I complained and was told the installation charge of 149.99 should not have been applied to the bill, but it would take two months to receive credit. I was furious and told them I would drop them and find another carrier, the response was, that I could be charged up to \$1000 for backing out of the contract entered over the phone. I verbally disputed the contract but was told after a two week period that I had no justification. My bill was adjusted to \$232 still not what I was quoted, and have not noticed any increase in internet speed or performance. I am still furious and feel trapped by a profit driven giant that has no re-guard for their paying customers.

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**Scott Peterson** · Citizen · (Postal Code: unknown) · Feb 22, 2018 1:29 pm

👍 1 Votes

I was contacted by Frontier and offered a promotion that would upgrade my internet and reduce my monthly bill. This was totally inaccurate. The service was not an upgrade to quality and after a month cost more. I called to question this and after I complained and argued for a considerable amount of time I was able to go back to my previous plan but the credits would not be shown for up to two months they told me. My bill has increased at least three times over the past year and Frontier is unable to give me a feasible reason. My service had not changed other than the "promotion" I mentioned. I then inquired about how to be released from my current contract and I was told that I would have to pay an exorbitant fee to be released. I cannot possibly pay it. I was also not aware that I was on an "auto-renew" program. I have since had this removed but I am trapped in a contract that is overpriced. On top of that I have to monitor and review my

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bill every month to look for new charges that might appear. I feel this company is taking advantage of the public and is not providing fair service to its customers.

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**Maria K Manner** · Citizen · (Postal Code: unknown) · Feb 26, 2018 12:33 pm

👍 0 Votes

My experience with the billing Frontier is that you need to call and question your bill every 6 months or so. I have learned that they change the prices and what they charge fairly often. I recently learned that they no longer charge for the modem. I am not sure when in the last 6-8 months that changed, but I was paying 4.99 a month for it. This is just one example of the type of billing I have experienced. I have had similar experiences with phone service and internet service changes as well.

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**Jason Husveth** · Citizen · (Postal Code: unknown) · Feb 26, 2018 1:22 pm

👍 0 Votes

I was a Frontier residential (May Township) and commercial (Scandia) customer for more than 15 years. I recently closed all accounts with Frontier due to poor service, overcharging, and being charged for internet speeds and services that Frontier could not and did not deliver. I would regularly have no internet service or very poor internet service. I would regularly check my upload and download speeds, and these were consistently much lower than what Frontier advertised (as minimums) and what Frontier charged me for on a month to month basis. These tests would consistently read less than 10mbps down and less than 0.5mbps up. Ultimately, I could not perform my corporate and personal functions over the internet connection that Frontier was providing (such as basic email, web browsing and research, and uploading and downloading business and personal files (even 20MB or less in size). When I would call Frontier to question the lack of performance and quality of service, I would have to wait days for a service person to look into the line, and then I would have to wait on site for 4 to 6 hours to allow the service contractor to work on the line. I believe Frontier knows that their rural infrastructure and service in this area of May Township and Scandia, MN is lacking and that they are advertising and selling MINIMUM performance standards of service that they cannot meet. I would love to have a class action suit filed against this company to try to recoup some of the wasted money (and time) that I had to spend to try to get internet service in a rural area from what was (up until recently) the only option at my locations.

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**Aaron Ahlquist** · Citizen · (Postal Code: unknown) · Feb 27, 2018 10:15 am

👍 0 Votes

For the last 4 months I've been billed for every individual phone call I've made even though I am paying for unlimited nationwide calling. It has taken 4 phone calls and many hours of time on the phone to try to get the issue resolved. Every time I call and talk to a representative, they claim to have fixed the issue only to have more charges show up on my bill the next month. I think I may have finally gotten the matter resolved but it should not have taken 4 months to do so.

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**Bernard Welmers** · Citizen · (Postal Code: unknown) · Mar 01, 2018 10:58 pm

👍 0 Votes

I have been a customer of Frontier for almost 5 years. Frontier is one of the few internet providers for my house (only fixed line internet provider, there is one wireless internet provider and one satellite provider). I have called 10 providers that have service "near" my house but none of them are looking to provide service into my area. As a result I am locked into their service.

This comment is about their billing practices. When I started using their services the price was locked in to \$29.99 for 2 years. The price stayed the same for the first 4 years. In January 2017 the price jumped by \$5. Now one year later it has jumped another \$5. So now I am paying \$40 a month for their service. During this time my quality of service has decreased. When we started we were getting on average 3 Mbps of service now we are only getting 2 Mbps of service in the intervening years my service was consistently below 1 Mbps.. I find it very frustrating to have my service decrease while my prices have increased. Additionally Frontier has not provided any notification that the prices are increasing. I just all of a sudden get a bill that is \$5 more then the previous month. When I called to ask about these price increases the statement I got was that the standard price has been \$40 a month for as long as the person had been working in Minnesota.

Part of the reason I called Frontier to ask about their pricing is that their website advertises services of 25 Mbps for \$35. So this means they are offering people 8 times the service for less money than I am currently paying.

I just today (March 1st) looked at the Frontier website to see what the cost of service is for my house. If I try to subscribe to their service as if I was going to move into my house I am able to purchase their service for 6Mbps down / 1 Mbps up for \$20 a month with a 2 year price guarantee including amazon prime (see attached image). This makes me very frustrated paying twice as much as they are currently offering for the same service.

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**Susan Long** · Citizen · (Postal Code: unknown) · Mar 02, 2018 11:20 am

👍 0 Votes

In January of 2017, I subscribed to Frontier Communications Internet using a promotion that guaranteed me a three-year rate of \$29.99/month for the Simply Broadband Ultra, plus a one-year subscription to Amazon Prime. My first nine statements under service charges for the month as "Simply Broadband Ultra Term 1/20/17 - 1/19/20". However, the tenth statement (which was my first paperless statement) suddenly is written as "Simply Broadband Ultra Term 1/20/17 - 1/19/20". I did not notice this until I received my statement for January of 2018 in which my monthly payment had gone up to \$44.99/month. I immediately contacted Frontier. The first woman I spoke to suggested that I was a liar and should just cancel my service. She then hung up on me after I told her she was being nasty. I called back and immediately was told the same thing. Basically, that I only had a one-year guarantee of the \$29.99/month charge and I was welcome to cancel my service with them at any time. Since I really need Internet service and the only other communications carrier in my area is more expensive, I chose to pay the bill. My friend made me aware of this investigation about the same time this all occurred. I am hoping to resolve this situation by adding my comments to this docket. I also sent a detailed letter of complaint along with copies of my statements and a copy of the promotion offer to the Attorney General's office. Frontier Communications is not only

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billing inaccurately, but also they are lying and trying to mislead their customers. I hope this is a successful investigation!

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**Susan Long** · Citizen · (Postal Code: unknown) · Mar 02, 2018 11:24 am

👍 0 Votes

Please note: I made an error on the dates of my tenth statement! It should be 1/20/17 - 1/19/18.

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**Krystal Ludgate** · Citizen · (Postal Code: unknown) · Mar 05, 2018 8:57 pm

👍 0 Votes

My parents were Frontier customers for at least 10 years, if not longer. In March of 2016 my mother moved from one address to another. My mom waited for three weeks to have a tech come out and test her new address to see if Frontier could provide services there (we didn't want to have to change her phone number or email). She did not have phone or internet during this time. The tech never showed up so we just cancelled her services and started new with another provider. I spent well over 10 hours on hold over the course of a few days trying to get this taken care of to no avail. When the bill came she was charged her normal amount and none of the contact information had been changed even though I provided them with her new address, phone and email. They did offer an adjustment to the bill. I had to sit on hold again for over an hour before I was able to talk to a person about getting a refund in cash form because there would be no further bills to adjust. It took Frontier about 4 months to issue the check.

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**Stacie Shaw** · Citizen · (Postal Code: unknown) · Mar 06, 2018 2:55 pm

👍 0 Votes

I have not had the problems that some people here have had. We did not get the service we were paying for for several years (see topic regarding quality of service), so in that sense, we paid for things we didn't get. However, specifically related to billing; there was an incident several years ago where for some reason we were overpaying for something. I don't recall the details, or why it happened. But I pay close attention to my bills. The second month it was incorrect, I called. As usual, the customer service is horrible (see topic regarding customer service), but after asking for a supervisor several times, I was transferred to a nice lady who helped me. I explained that I was seeing an extra charge and I didn't change anything. She quickly found what the problem was (not sure why it happened, but whatever). She changed it so I would be charged the correct amount, and also gave me credit for what I overpaid. This credit was split and applied over the next 3 months, which was slightly unfair. They got all the overage in one shot from me due to their mistake, but I had to wait 3 months to get it all back. But they were true to their word and I got it all back as they said, and the bill was correct after that. Aside from that incident, which they corrected, I have not had an issue with billing.

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**Stacie Shaw** · Citizen · (Postal Code: unknown) · Mar 06, 2018 3:06 pm

👍 0 Votes

An edit to my earlier post - On another thread, someone mentioned how Frontier gives a

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"promotional price" and then takes it away without telling you. Or when you talk to them and they give you a lower price but fail to tell you it is promotional and only lasts for a certain amount of time. Yes, they do this, but so do many other companies. I specifically ask if something is a promotional price or if it is just that price forever (until they increase rates overall). If they say it is the price for good, not promotional, I ask for their full name and tell them I am writing it down along with the date and time of call so they can't change it later. Most of the time, it is a promotional price for 1 year or 2 years. When I look at my bill, the effective dates of the price are listed next to the charge. So I know when the "promotional price" will end and I make a point to call at that time to get on the next promotion. Yes, it is sort of a pain to have to do that and it would be nice if they would just give you the low price for long term. But I don't feel it is unfair because they do indicate on your bill how long it lasts.

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**Jeff pipes** · Citizen · (Postal Code: unknown) · Apr 05, 2018 3:50 pm

👍 0 Votes

NO!!! In February 2018 we received a direct mail notifications from Frontier that they had made available "high speed" internet in our rural area. We called to sign up and talked to Kerstin. We attempted to sign up for the printed offer, which was \$25/month, FREE Installation and FREE Wi-Fi Router. During our discussions, I did complain about earlier poor service (see my complaint under the service discussion). She then offered to sign us up with "no contract" so that if we were dissatisfied, we could cancel the service. She offered the above prices. When the first bill arrived, it was completely different than what we had agreed to with Kerstin. \$10/month was added for the Router and there was a \$9.99 service charge plus a \$75 installation fee. We called their customer service agents and after much complaining (and a threat to complaining to the PUC), were finally offered the removal of the fees. However, they claimed that the \$10 Wi-Fi router fee could not be removed. After talking to a supervisor, we did get that removed also (we think, it remains to be seen in the updated bill). So, printed offer A was not available, so we supposedly got plan B. Billing was different, so plan C. Customer Service gave us plan D, still different, and a supervisor gave us plan E, still different and more restrictive with a 2 year contract. It's impossible to get them to honor the original offer. I am an engineer and an attorney.....and still impossible to understand what they offer, what you can actually get, and whether or not the actual bill will reflect anything close to what they offered or discussed. So, after all this, we still do not have the original offer. There is no way an average consumer could work their way through this; and you end up paying more for less service than what they originally offer and different than their printed offers mailed directly to our home. The PUC needs to force them to simply their offers and to hold them to honoring what they do offer.

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**Natasha Burt** · Citizen · (Postal Code: unknown) · Apr 10, 2018 4:07 pm

👍 0 Votes

Frontier lies constantly making excuses of why they can't come set up your service. The last time we needed them to come hookup our internet it took them like 3 weeks to finally come, after they had said they would come I don't know how many times. Then the last few months they kept trying to charge me extra fees like a re-connect fee even though I wasn't disconnected. Then also a fee for paying with my card over the phone which I had to do because the online payment thing was messed up. I was told it would charge me and then I would get reimbursed but I didn't and had to call. I did get it back but I should not have had to call in to get it. Now, we just recently moved and they had

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said they would come April 3rd to hook up our internet at our new house. No show no call. Called them and they said someone tried to call me (Nope, didn't happen and if I did miss a call they never left a message) and they were saying they didn't want to come until they talked to us because we can only get 2 mbps instead of the 24 that we had. Okay, sure we will try it and see how it goes since there really are no other options. So then they were supposed to come today and I got a call saying they couldn't confirm my order because we can only get 2 mbps at the new house which is what I already talked to someone about. Two people two different times actually. She said somebody didn't mark it down in the system. That seems to happen a lot and it's unacceptable. So now what, they want to come in another week? We are done with them.

---

**Mark Chatterton** · Citizen · (Postal Code: unknown) · Apr 16, 2018 8:27 pm

👍 0 Votes

Frontier increased their internet rate in a very indirect way starting in January 2018. They added a line item called "Internet Infrastructure Surcharge" buried on the last page of the bill in the section call "Detail of State and Other Charges."

There are three problems with this.

1) I believe this is deceptive billing by Frontier. It is a backdoor way to increase my internet service price by 8%.

2) Frontier customer service tells customers that this is a government charge. It is not. During calls on two consecutive months, I had to read Frontier's own statement that this "is not a tax or governmental charge" to Frontier customer service agents who initially claimed it was. Those same agents then informed me they could remove the charge if they enrolled me in a service plan.

3) Frontier does not follow through with its agreements to remove the charges when customers enroll in a plan. After Frontier customer service agents on two separate billing cycles told me the surcharge would not appear on my next bills since I enrolled in a plan, the surcharge was yet added.

To-date, I have called Frontier on three consecutive months to have this misleading charge removed. I have little confidence that this will happen.

I believe Frontier is preying on the majority of its customers who do not pay extremely close attention to their bills. Those who pay attention are then deceived by Frontier's false statements. Those who pay attention and are not deceived must then be persistent enough to waste time on hold month after month disputing the charge with Frontier customer service.

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**Barbara Borsi** · Citizen · (Postal Code: unknown) · Apr 17, 2018 8:38 am

👍 0 Votes

In 2008 when I purchased my home in a rural area the only Internet and cable and phone available was through Frontier as a bundle package. It was supposed to be a 2 year contract with the 3 services and Dish was for the cable at \$99.00 per month. The Internet service was horrible. After the first couple of months my bill went from the

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\$99.00 month to \$200.00 and \$300.00 a month and more. I called dozens of times to ask why the bill was not \$99.00 and they said it wasn't Frontier it was dish. So I ended up paying thousands of dollars more than the contract with no real reason given but that I had to pay. I called Frontier at the end of the 2 year contract to cancel it and they hung up on me 3 times. I called back again and actually waited on hold for over 7hrs and the business closed. They never answered and wouldn't allow me to cancel services. I sent a certified letter to Frontier saying my contract would not be renewed and was done. They sent back the box to send the equipment in which was pre-paid shipping. I sent the equipment to them. Then after a month or two Frontier started charging me again for services I no longer received and I ended up having to file bankruptcy for a bogus bill over \$700.00! They lie and are very corrupt and I still do not have any internet, land line or cable services to my home since. I have never been so burned by a company as I have with Frontier services. I use my cell phone as a hot spot for Internet which is also very low reception. I hope this information will help.

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**Melissa Ferguson** · Citizen · (Postal Code: unknown) · Apr 22, 2018 11:02 am

👍 0 Votes

After failing to install my router at my new residents on October 4th I chose to switch providers for internet service. I called to cancel the service and I returned the router to the "office" across the ally from my new residents. I was then contacted by the new tenants at my old residents that they could not get service because my account was still open. So I called two more times in the month of October, both times verifying the account was closed and nothing was owed on the account. In November the new tenants contacted me and I had recieved another bill from fronteir so I called again in November and wrote down the cancellation number for my records and verified that the account was closed and that nothing was owed, I was told that they were going to escalated my problem and get it taken care of. December rolls around and I get another bill at my new address, I call again and I hear the same thing they are going to escalate my problem and get this taken care of the account is closed and nothing is owed on the account. Each time I contact them I sit on hold at least 30 minutes and every time they have to transfer me to a different department, one month billing and the next some where else, spending at least an hour on the phone every time I call. This repeats in the months of February, March and now April I received another bill and also a notice that my bill is past due and they will be sending it to collections and report it to the credit bureau. I contacted them again today in which they responded with they will escalate my issue and that they deal with these on a daily bases apparently, and their account manager will contact me within 48 hours. This is an ongoing issue of 7 months now.

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**Rebecca Borchardt** · Citizen · (Postal Code: unknown) · May 16, 2018 11:38 am

👍 0 Votes

Although I think the original company's name was Vista Telephone and Frontier purchased the company, I have been a telephone customer since 1978, having the same phone number since then. Frontier has always been my provider for internet. My daughter was using VOIP, so to save money I decided to go with that too. So I could port my phone number into my VOIP system, Frontier had to give me a different number for the internet. I used VOIP from May, 2013 to August 2016, but needed to go back to a land line because I was always getting disconnected and could not complete my phone calls. When I called to find out about why I was always getting disconnected, the service person said in July, 2016 I had 136 internet disconnects and in August up to the date I

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called, I had more than 300 disconnects. I was told, basically the internet in my area was not good. So I went back to the land line and it was supposed to cost me \$19.99 for the internet and \$40.99 for the phone, totaling \$60.98 plus tax. This was a 2 year price guarantee, not a contract. If I wanted a 3 year price guarantee, I would need to go with a contract, so I chose the 2 year. When they did whatever it is that they had to do to port my phone number back (that I had at that time for about 38 years), they decided I broke my contract on the internet and charged me a fee for breaking the contract. It was \$100.00. I spent numerous hours on the phone trying to get it straightened out, but when the customer service people agreed with me, and tried to fix it, it still did not disappear off the bill. One time I called and got an extremely mean person, and he basically said that's too bad. You broke your contract and you will pay it. Because I had been set up with automatic payments, they had withdrawn the funds from my bank account so as a last resort I stopped payment and got my money back that way. From day one on the phone / internet service, they had the pricing wrong. I called and again spent numerous hours on hold, but finally got that straightened out, until the December 2017 bill came, and the phone service increased by \$2.00. A 2 year price guarantee means my rate should not go up until August 2018. I can either let them overcharge me for the next 8 months, or call to get a refund. I got a refund for 2 months so far, and am planning on calling every few months so as not to waste any more time than I have to. I have all my phone bills and would be happy to provide them to you so I can help you stop them from doing this to others.

## ARE THERE OTHER ISSUES OR CONCERNS RELATED TO THIS MATTER?

 42 Answers · 4 Replies

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**Josalin Norbistrath** · Citizen · (Postal Code: unknown) · Feb 17, 2018 7:55 am

 1 Votes

I have had so many problems with frontier over the last 10 years of having service. I have been charged for services I haven't had, I have been over charged for times I had let my service be shut off. I called and asked them to put my service on a vacation hold which they never did then billed me, then permanently disconnected my service which resulted in almost 600\$ in which I paid to get my service restarted. When I asked what those charges were for they couldn't give me a straight answer. I was paying \$160 for phone service and internet a month. That is outrageous. When I had my services restarted they gave me a run around for 2 weeks why they haven't started or opened my service back up, I had to go out and find a field office for something to be done about it. I didn't have another choice but to have frontier because they are 1 of 2 service providers here where I live. I had someone come out from the east coast to fix some problems I had with service he said the box with the lines needed to be cleaned out and couldn't understand why they didn't clean them out if they were just here doing service. He was the most helpful person so far as frontier I have dealt with. I have his name and number to pass along to anyone who needs it and he can explain the issues he was dealing with while he was in the area. Frontier has had the worst customer service and worst billing. I honestly think that for all the years I was billed and over billed for such horrible service that part or all of it needs to be refunded.

Since I have switched my cell phone provider to Verizon, I have a hot spot on my cell phone and it works better than the internet service I had through frontier. The service

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through frontier was always out, or very very slow.

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**McKinzie Belanger** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:01 am

👍 4 Votes

As a paying customer of frontier for over 5 years I cannot begin to count the amount of times I have not had access to Internet, as in our school district we are required to provide Internet at home if we have students in school, so they can use their computers or iPads to complete homework and online courses. We usually have to restart our router atleast once a day, having anything extra such as Netflix is a waste because it can't even play an episode without buffering every 3 minutes. Unfortunately I have limited options in my area to subscribe to

## Response:

**Cindy Reese** · Citizen · (Postal Code: unknown) · Feb 26, 2018 12:11 pm

I agree only works half the time was supposed to be 1999 a month now I was told it's 35 a month cuz my promotion was done was not supposed to be a promotion been fighting with them for 10 years I have also had the bill at \$190 a month till I cancelled they just give you the runaround just charged me \$106 to come out and fix their box

## Response:

**Nicole Forney** · Citizen · (Postal Code: unknown) · Apr 24, 2018 1:15 pm

Us as well. I have to restart our modem and lose connection every day. It doesn't matter if Wi-Fi or connected via the LAN.

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**Josalin Norbistrath** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:26 am

👍 0 Votes

In one week on the phone with frontier I spent close to 10-12 hours if not more on the phone. That's excessive for being a single mom.

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**Joel Wellner** · Citizen · (Postal Code: unknown) · Feb 17, 2018 9:58 am

👍 1 Votes

I have been a Frontier Communications customer for a little over 2.5 years. I started having internet problems immediately and would often call their tech support number. These calls would often take 10-15 minutes and would result in the technician asking if I had reset my modem and then them scheduling a service technician to come to my house. The technician would never find any significant problems and would often leave a new modem and say that they weren't the best quality so that was probably the problem. I pay \$34 a month for up to 5mpbs, even though i am lucky if i get 1 to 1.5 at the max. I complained about the speed early on and asked why i have to pay the same amount for someone who gets faster service at 5mbps. They told me i was receiving the fastest internet possible for my area. My internet will often cut out and is unreliable. I complained enough one month that they did credit me back a billing month for my problems, but the service never got better. If there was another reliable option for internet in my area, i would have switched already. I also fear the hassle of canceling someday as i have read a lot of negative reviews about customers trying to cancel

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service and it not going well.

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**Shana Clausen** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:35 am

👍 1 Votes

I just cancelled my service with Frontier recently because I finally found an alternative option for phone and internet in my area. I am so happy to not have to deal with their company or customer service anymore. A few years ago the buried phone line leading to my house stopped working. I contacted Frontier and it took almost a week for them to send out a technician to fix it for me. I asked to be credited to my bill for the time I was without phone and internet and was told that they cannot do that. When I pay \$120 per month I would think you could afford to credit my account for a weeks worth of service I did not have. The technicians finally came and ran a line all the way across my front lawn and told me that I need to make sure my dogs don't chew it or run it over with the lawn mower until someone came to bury it "in about 2 weeks". The other day I called to cancel my service with Frontier after finding another provider only to find out that I unknowingly was still somehow enrolled in their highly unadvertised automatic contract renewal program. So after almost 7 years of being a loyal customer of there high speed internet and phone (which frankly ran at dial up speeds during 4-9 pm) I was told that I am being charged a \$400 early termination fee.

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**Scott Erickson** · Citizen · (Postal Code: unknown) · Feb 17, 2018 3:13 pm

👍 2 Votes

They refuse to talk with me now, I'll ask for a name to complain and they hang up.

## Response:

**Kristen Leach** · Citizen · (Postal Code: unknown) · Feb 21, 2018 9:21 am

I have experienced this as well. I have been hung up on multiple times - and not being inappropriate or unkind to CSRs at the time.

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**Mark Showers** · Citizen · (Postal Code: unknown) · Feb 17, 2018 8:18 pm

👍 1 Votes

Internet service is painfully slow and unreliable. I have been a frontier customer for over 10 years and had few problems until aproximately 3 years ago. Service speed and reliability have been getting worse ever since. I have called customer service countless times. The last time I could not understand the support person because she had a malfunctioning headset. This is a communications company! I can call customer service at our garbage service or any other number and hear them clear as can be, but not the communications company!

In the last three years there have been more issues than I can count. The worst problem is that we have no choice. They are the only provider in our area. Next biggest issue is cost. It is grossly overpriced.

A solution; customers that have had repeated issues should have there payments refunded for periods of poor service. And ether get us an alternative provider, or have frontier make the upgrades to provide a usable and reliable service.

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**Lars Akerberg** · Citizen · (Postal Code: unknown) · Feb 17, 2018 8:46 pm

👍 2 Votes

Our internet service has been horrible. At best it is like having dial-up internet except we are paying much more. I have run down load speed tests and on average we are running about 1/10 of the speed we are paying for. I have called Frontier many times about this and their first response is that there is something wrong with our wiring, hardware or computer. All these things have been tested and are working just fine. I am out in the country and my only other internet option is via satellite and I think Frontier knows this. I have complained a number of times to them and they really don't seem to care. A few years ago I also had a problem with Frontier adding an equipment insurance plan on to my bill without my knowledge, but a few heated arguments with them took care of it.

## Response:

**Alison Perry** · Citizen · (Postal Code: unknown) · Feb 20, 2018 8:42 am

They did the same to me with their security package.

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**Amy Shattuck** · Citizen · (Postal Code: unknown) · Feb 17, 2018 10:51 pm

👍 1 Votes

Honestly, when we call Customer Service, their first answer is always that they can't give us any more speed than we currently have based on the limited band width to our area. However, one time I asked for a manager and spend at least an hour on the phone with that person. He defied what all the other Customer Service reps had stated and actually **BUMPED UP OUR SPEED!** It lasted for a month and then we went back to super slow snail speed. When I called back to request that they bump up our time again, they denied ever having done it and told me, of course I could speak to a manager but it would be about a 45 minute wait. They have tactics in place such as this because MOST people can't just wait on the phone for that duration of time.

We recycle our internet at least ONCE every single day because we have NO response time. Literally ... NO response time. I can hit \*enter,\* go for coffee, shower, read to the kids, and then screen doesn't move!

---

**Jennifer Dotzenroth** · Citizen · (Postal Code: unknown) · Feb 18, 2018 10:29 am

👍 0 Votes

We have been subscribers of this product for over 10 years. Frontier is the only service provider in the area. After 50-75 hrs of phone calls to Frontier. Service never improves. New trunk lines may make a difference, however there are \$\$\$ costs associated with that. Technicians that come to the house are always very friendly and helpful within the parameters they have to work within. At one point we had to wait over one year for lines to be buried. The contract servicer that initially showed up saw the job and turned around and left. Again after following up multiple times with Frontier we were given the run around. Over a year later a former contractor returned to the area and completed the job. In the interim they had lost our address and work order ..... the story goes on and on. To sum it up. We pay for a product that has constant problems and often times does not work at all. There needs to be some resolution with internet in rural

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communities.

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**Lyle Helke** · Citizen · (Postal Code: unknown) · Feb 18, 2018 8:02 pm

👍 0 Votes

We have been told that Frontier has received Federal Funding to upgrade their Internet services in our area. The company needs to be transparent with its constituents and let them know when these upgraded services can be expected. The fees we pay for the services that are provided are very out of line with other providers (much higher). MidCo has entered our area but unfortunately not all of the residents in our small community have access to this new service. It would be great if something could be done to hold Frontier accountable and require them to keep their customers informed about future upgrades.

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**Paul Anderson** · Citizen · (Postal Code: unknown) · Feb 19, 2018 10:15 am

👍 1 Votes

I live in the small town of Marine on St. Croix, MN. There is no cell service available, and no other means of communication when there are phone and internet service interruptions. In the case of outages, there are extended periods of time with no 911 service available via any means. If there was an emergency (fire, medical issue, crime, etc) there are NO means to communicate. The only option is for me to get in my car and drive to a spot that has cell coverage, If I was dealing with someone with a serious medical condition, that could easily be the difference between life and death.

The expectation of a phone company and POTS lines is 99.999% reliability. Right now Frontier appears to be in the 98-99% range (the history of reliability should be investigated by the PUC). This is NOT acceptable in a community that has no other alternatives.

I believe this is an issue of public safety. I also believe there is considerable risk to property and loss of business as a result of unreliable phone and internet service.

I recommend the PUC contact the leadership of the cities of Marine and St. Croix and Scandia. Something needs to be done to provide better service, and more choice. The current situation is not acceptable.

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**Kelly Hjort** · Citizen · (Postal Code: unknown) · Feb 19, 2018 6:41 pm

👍 1 Votes

I Feel Awful, I am getting older with living here for 40 years this Fall...I just couldn't handle dealing with Frontier anymore, I Can Not remember through all these years all the things Frontier has put me and my husband through and Now I finally Found how I could use our cell phone and get Internet too. Mentally drained and I am sure others feel the same way! For the benefit of everyone in Many, Many Counties across MN and WI there should be a better solution more Company's willing to come take new unhappy costumers. As I tried to get Midco to help us as our neighbor down the road 1/2 mile has them but they said they couldn't do it because it cost to much to run a line to our house

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from the neighbors. Maybe some kind of settlement for our loss of income from paying for services we never got there are many families that would appreciate any help you can give. I Can Not Fight Frontier anymore it causes great deal of stress Depression... I Can Not Fight to get other company's to help. It feels like no one cares! Thank you for anything you can do and I am sure others would be thankful also!

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**Alison Perry** · Citizen · (Postal Code: unknown) · Feb 20, 2018 8:35 am

👍 1 Votes

This company has a monopoly where I live so for internet I didn't have much of a choice but to get them. After I signed up, they came out and ran the line out to our home. I got the first bill and they tried to overcharge me for a service I never wanted in the first place. It was for security they said. I explained I already had appropriate firewall and antiviral protections, as I am relatively tech savvy. They took two cycles to give it back. After that happened my internet would cut out three to ten times a day. I was constantly having to reset my router. I called them multiple times to have this addressed and they kept giving me new IP numbers to try, and new key passwords. At one point my password for my wifi was changed internally. When I called to investigate, I went into my router, saw my password was the same in the box, but frontier claimed it was the name of a movie my kids watched (which I have NEVER used passwords like that before. I only use 8 letter 1 number special character passwords.) I was mortified that they would do such a thing, they then said all the problems would stop if only I would buy the security package I refused to buy in the first place. I refused and told them to bring me a new router box. Three more calls asking for a new router box, everytime they're telling me no. Finally they scheduled someone to come out and warned if it wasn't the box I would be charged for it. I waited two weeks for someone to come. The man who came was nice. He looked at the box. Looked at my two kids, looked at me, and told me, that he was supposed to not replace the box, but he would anyway. He said it was a common problem, and to make sure that I keep the new box away from my tv to help with potential interference if that was what could've happened. I didn't move the router box more than one foot from the tv, but after the new box came (which the man kindly said was defective, but left with me "just in case" and charged nothing for the visit) I haven't had to reset the box near as much (maybe twice?) I'll take it over ten times a day. This company would have been chucked to the curb, had a low wage family like mine could afford unlimited data on phones, or a dish Internet that would actually work out here would be cost effective. Please investigate this particular company!

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**Bryce Beckstrom** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:39 pm

👍 1 Votes

Here are some of my notes dealing with Frontier just over the past three years. This has been on-going far longer than three years however. If you read this notice that after 2/13/2016 there is nothing about the router they had claimed they would send. In 2017 they flat out refused without more troubleshooting. I know this is big gap in time but I did not always record in text my communications with Frontier Communications. I also did not record many of the lesser of issues if repaired in a reasonable amount of time; such as slow speeds or no internet.

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08/03/2015:

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Called at 4:15PM on until 5PM They are sending a tech. I have received a one month refund. I was informed by Tech Support and billing that I was supposed to be receiving 6mb.

08/04/2015:

Internet was slow and I noticed the advertised speed in the web admin went from 1.8mb to 1.3mb.

08/05/2015:

Internet speed was horrible. Could not watch netflix as it buffered about every 1-3 minutes regardless of device used.

08/06/2015:

Called at 9:00AM I was told I should be receiving 2.6mb. Then after discussion I am told I should receive at least 1.3mb. I was also told that you need a 3mb connection to stream video, this is not correct. Tech will be coming out today between 8AM-5PM. Call was with a Bryan.

11/23/2015:

Called 4:45PM no internet ticket# 1117140 Tech coming Tuesday between 8AM-5PM to check line.

02/13/2016:

Called lost internet again. Blinking DSL not internet light. Call a couple weeks ago and I was supposed to receive a replacement router which I never did. This is the third or fourth time this happened this year. Tech support claims to be sending me a replacement router. I have not heard back from them however as they said after they run tests and attempt repair they will call me back.

02/14/2017:

Called back, never heard from tech support again from the following night. The network speed according to the web admin has gotten slower and slower as the night passed (over a two and half hour period). I restarted the router and waited about 10 minutes but the speed did not improve. I then called support and the speed went back up to 5464 Kbps down and 767 Kbps up. I have inquired about the router that is supposed to be sent. Tech support put me on hold for somewhere around 15 minutes with no update. They refused to send a replacement without troubleshooting. I will call again another time.

04/14/2017:

Called somewhere around 8:30AM; speaking with Lucy; Billing me \$60 for the upgrade to 12mb in which I am only getting 10mb. She transferred me out to an unknown extension in which I waited 5 minutes hung up and called back. Time 8:47AM. Got back on with Jennifer; she is claiming to be able to help. Jennifer corrected the current bill back to \$34.99. Time 9:11AM. Trying to tell me the 12mb plan costs \$59.99; originally the discussion was \$45.99. Jennifer is transferring me to an Escalation manager; Laura. They are pulling the call history and will get back to me. They will email me the mail address to the president to file a complaint.

04/24/2017:

Called in the AM but was too busy to complete the call.

04/25/2017:

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Agent transferred me to an escalation manager, Fernando. Repeating everything with Fernando to get him up to speed. They are going to pull the recording from April 14th and the recording from early March. Fernando said it will take 48-72 hours to complete this request. Call 1-203-614-5600 to file a complaint; this is a number to corporate.

04/28/2017:

8:10AM Frontier charged me the full \$92.68. Now I have to wait until the billing shows up on their end so I can get it refunded. Escalation Manager Dorrian is pulling the recordings from March and April 14th. He will contact me once completed; approximate time an hour. Current time 8:33AM.

I called again later that afternoon after work. End of call she said she was giving me a credit of \$15 to bring the following month bill down to \$44.99 until they can get everything sorted out.

04/29/2017:

12:45AMish The escalation manager called me back to tell me they fixed the billing issue. My bank account still said otherwise but I will check sometime the following week.

05/08/2017:

Called corporate offices (office of the president) @8:20AM. Checked bill this morning and it is supposed to be at \$44.99 but it is at \$59.99. Brenda EMAIL: [brenda.johnson@ftr.com](mailto:brenda.johnson@ftr.com); Reference my name and account number in the subject line. Brenda's office number 1-844-320-4445 Ext. 1124207. Brenda is crediting \$16.11 to my account to correct the current billing from \$59.99 to \$44.99 for the month of May. Brenda is attempting to fix the promo credit for the 12mb connection. Brenda added the \$15 promo credit to correct the billing

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**Bryce Beckstrom** · Citizen · (Postal Code: unknown) · Feb 20, 2018 12:41 pm

 1 Votes

I have had so many issues (have commenting in all 4 threads) at one point in time I purchased two accounts running into the same house just to combat the slow and unreliable speeds.

---

**Kristen Leach** · Citizen · (Postal Code: unknown) · Feb 21, 2018 9:32 am

 2 Votes

Multiple missed service calls/appointments; mistreatment by CSRs; Field Techs generally great (particularly those who are Frontier employees and NOT contractors), however have had quite poor experiences with a few field techs as well.

Have been called names, hung up on, called a liar; once heard a CSR say "Oh sh\*t - I don't want to talk to this b" after I had answered, but he hadn't realized I'd pick up the phone -- the list goes on and on. This is from "regular" customer service lines AND from the Office of the President's team (escalated issues).

I have both work and personal use lines. Work took over 90 days to install; personal was a month until properly installed. I shouldn't have to BEG for service.

I have pages and pages of concerns.

We have had to take multiple days of PTO from work in order to have someone in the house; missed events and meetings in order for an adult to be in the home. These far too often resulted in missed appointments with no calls/no shows/no explanations/ no

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apologies. I will be adding comments to additional Topics.

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**M Janice Matile-VanGuilder** · Citizen · (Postal Code: unknown) · Feb 21, 2018 2:26 pm

👍 1 Votes

I have had so many issues with their internet. I have to reboot my modem almost everyday. Its really slow and freezes or crashes daily.

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**Rebecca Strand** · Citizen · (Postal Code: unknown) · Feb 23, 2018 1:45 pm

👍 1 Votes

I have had Frontier for years. I started out with dial-up service(many years ago). More recent years I have "high speed". The past several years I have had both land-line and internet outages. Every time I called I had to perform a variety of testing on the equipment that I had already done prior to calling(I have an IT background). I have had outages for over a week many times in the past couple of years. One time I called and was told it would be two weeks before my service would be checked. I complained that it was unacceptable to not have service as I am also in an unreliable cell phone reception area. During this time my children were in high school and college, (online schooling and had the majority of high school work online). I would have to send notes to the schools explaining that the work could not be submitted/completed due to internet failure. I have newer neighbors that called for internet service and they were told that internet service was unavailable to them. I will say that the local techs have been reasonable to talk with and have been helpful. I feel that the issues I have had are with the tech and support staff at the number you are to call when you have issues and supposedly they are to be there to help.

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**Celeste Paulsen** · Citizen · (Postal Code: unknown) · Feb 23, 2018 6:09 pm

👍 1 Votes

I live in northern Pine County, Minnesota. I signed up with Frontier a little more than 2 years ago when I moved here. At first my service was good. I didn't have nearly the problems I have now. The service has been getting worse and worse. I have been on the phone and online chats with customer service on numerous occasions. Can't get myself to holler at the person on the other end but, I certainly want to when I get the pat answers they are scripted to give. I have been told that it's my computer that is the problem. Nope. Just got a new one. I have asked that they check the speed I'm receiving but can't confirm it because I am not a computer person and they want me to hook up with an Ethernet connection directly to my computer. What?? I have no idea! Businesses in the area are given preferential service and I have heard from several that even they have terrible service. Mine is intermittent at best! I was filing my taxes and got disconnected. Great huh? They have quite the racket going. They promise you the world and you get an islet in the Arctic Ocean. I don't know how they do it but, I'm sure they're doing it just right to line their pockets with their many subscribers payments. Unfortunately they have the upper hand when other service providers aren't in the area. I would like to know what will happen if the state pursues this and finds them guilty of using duplicitous practices. How will this be remedied? And, at what cost to all of us?

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**Joanne Herubin** · Citizen · (Postal Code: unknown) · Feb 24, 2018 10:06 am

👍 1 Votes

Service quality of Frontier is terrible I've had my phone out for 17 days, last summer. Was told there was no repairman close enough to fix it any sooner. After they got it on, it worked for a couple weeks and went out again for another 5 days. The internet service leaves a lot to be desired. I can't count the number of times I've had to call to have them reconnect it. I can't use it after school time and on weekends, it's so slow, and have been told it's because they are too many people on it.

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**Jason Husveth** · Citizen · (Postal Code: unknown) · Feb 26, 2018 1:23 pm

👍 1 Votes

I was a Frontier residential (May Township) and commercial (Scandia) customer for more than 15 years. I recently closed all accounts with Frontier due to poor service, overcharging, and being charged for internet speeds and services that Frontier could not and did not deliver. I would regularly have no internet service or very poor internet service. I would regularly check my upload and download speeds, and these were consistently much lower than what Frontier advertised (as minimums) and what Frontier charged me for on a month to month basis. These tests would consistently read less than 10mbs down and less than 0.5mbs up. Ultimately, I could not perform my corporate and personal functions over the internet connection that Frontier was providing (such as basic email, web browsing and research, and uploading and downloading business and personal files (even 20MB or less in size). When I would call Frontier to question the lack of performance and quality of service, I would have to wait days for a service person to look into the line, and then I would have to wait on site for 4 to 6 hours to allow the service contractor to work on the line. I believe Frontier knows that their rural infrastructure and service in this area of May Township and Scandia, MN is lacking and that they are advertising and selling MINIMUM performance standards of service that they cannot meet. I would love to have a class action suit filed against this company to try to recoup some of the wasted money (and time) that I had to spend to try to get internet service in a rural area from what was (up until recently) the only option at my locations.

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**Amanda Benson** · Citizen · (Postal Code: unknown) · Mar 01, 2018 9:15 am

👍 1 Votes

I've had Frontier for many years and over the years their service for internet has got worse. I've called them numerous times along with contacting live chat support online using my data on my cellphone and yet over the years never ever have gotten the good internet. Every single day my internet goes down and I have to constantly reset my modem. My modem is brand new as they finally came and installed a new one after almost 6 years of complaining. Did it make things better? Oh god no!! It made things way worse! My daughter needs the internet for college and here we sit having to reset modem, wait, reset again and again just to try and do anything online or for her to try and submit college papers! She has to leave earlier in the mornings and sit at the college to use their internet to turn her papers in! We can't even watch a movie on the tv without the WiFi screwing up and not staying on. Do they respond to their customers? NO! Instead they bill you and bill you, you pay the bill and as I've asked them why am I

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paying my bill and not even getting a discount when the internet isn't even working!!! I'm completely disgusted with them and am shopping for other internet that's available in the area. This company has a 5 thumbs down from me and I've been a loyal customer for many years with nothing but issues from them that they do not fix! Wanna talk about trying to contact them by phone? Ya that's a joke also! Someone needs to check into this company and how crappy their service really is. Oh and I live in town so there's no reason it shouldn't work perfect! My friends and neighbors all complain also.

---

**Douglas Lande** · Citizen · (Postal Code: unknown) · Mar 04, 2018 1:00 pm

👍 0 Votes

Along with service problems over the years similar to others I just read, I am now currently being denied the vacation services discounts that I previously received for many years. This will be the second year I have been denied that discount while not using the service while on vacation. Last year a supervisor told me it was because I am on a federal lifeline discount. Just now I was told that it was because my services are hooked up by copper line, and then the phone call on which I was discussing this with a service person was disconnected, and I bet I won't get a call back.

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**Dennis Doerr** · Citizen · (Postal Code: unknown) · Mar 06, 2018 3:06 pm

👍 1 Votes

February 27, 2018

Service number: 651-257-5350 and the phantom phone number 651-257-1816-072613-2

To Whom It May Concern:

This is lengthy, and I am not even including everything. But it has been one problem after another with Frontier.

I have had constant issues and complaints with Frontier for several years, especially during 2011, 2012 and 2013. During these years the billing was different every month. It was so bad they actually created another phone number and bill for us so they could keep better track. So I received two bills a month. Remember this because when I got my internet upgraded (see below) they charged me to cancel my internet.

Not only did we pay way too much for service, we had lots of technical issues. I am sure if you tracked how many calls I made to Frontier with complaints; it has to be over 100. I had to go all the way to the Regional VP John Lass, to get any help with these issues. I did receive help at this point but it took months and hours of phone calls to get it. We live in a rural area in Chisago County. We have phone outages, when we call it is 2 days before a tech is available. THAT IS if someone even put the order in or didn't cancel it. Not me, mind you but someone sitting in an office at Frontier. YES that happened more than once.

Internet outages were pretty standard, as well as such low speeds(at times only .27) we couldn't even use computer or watch Netflix. They said the problem was we were last on the line and there wasn't anything they could do at the time. BUT still pay for higher speeds, no reduced rate which I would think would be standard practice. Can't provide the service, don't charge for it.

We had to install security cameras and couldn't get them to work. Called and was told we needed to have a static IP address, which would increase our internet speed to 6MB. Of course this was a substantial increase in price. WE switched and we NEVER once got the speed even close to 6MB. When I called they said "we only guarantee up to 6MB, not 6MB." NOT WHAT THEY TOLD ME at the time. We were lucky to get 3MB at the best

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of times. WE were paying \$69.99 a month for internet service and on their site it shows \$19.99 for up to 12MB. SO why am I paying \$69.99? for low internet speeds?

I question why we could get this supposed 6MB available with a static IP only, why not regular? Why when we had regular we could only get about 1.5MB max? If it was available we have been offered this higher speed without the static IP. Not told it's the best we can get you because you are last on the line.

This went on until a tech came to fix another problem with the router and he asked why we were on a static IP and why hadn't we taken advantage of the new speeds available to us. UP to 24MB. (This was about 2 months ago, remember static IP issue was years ago). I had no idea it was available and had no idea that the reason we had issues with our cameras was NOT ENOUGH internet speed and it had nothing to do with needing a STATIC IP. For all these years of paying for a static IP, we didn't need, it was all poor internet speeds. Since we didn't need the static IP, I think Frontier should compensate us the difference for all these years of over paying.

When we finally got the up to 24MB which runs about 18MB now, the tech somehow took two lines and piggy backed them to get this speed. Now we have faster internet, but sometimes when we are watching Netflix on TV and the phone rings, it shuts off our internet. Still trying to get that one fixed and today no phone service all day. Called and told can't get a tech here until Thursday, its Tuesday. So no phone again.

The tech guy said you better call and make sure they know that your internet was upgraded and it will be included on the same bill as your phone, so make sure they don't bill you twice. HE knows our place really well from so many visits, so he knows about the 2nd bill.

I call customer service, explain the situation, she says you have to talk to our business section. She transfers me and I tell them the situation. She says you have to pay a cancelation fee. WHAT? I am not canceling my internet, you guys just upgraded it. She argues with me and says the only way to cancel this bill is to pay the cancelation fee.

SO I DID but I am pissed again. What horrible, horrible practices Frontier has.

I question why could we get this supposed 6MB available with a static IP only, why not regular? Why when we had regular could we only get about 1.5MB max? If it was available at all we should never have been told we were last on the line and the best we can get you is what you have.

Needless to say with Frontier being our only option for internet, we had to pay, and pay. For bad services, bad billing, and horrible customer service. Frontier should be justly fined, refund money to customers that have been over charged, and they should be forced to provide what they promise.

I will celebrate the day I no longer need to have Frontier Communications as my provider.

This is just a couple years of my bills showing the different amounts every month.

If you have the same service each and every month why wouldn't the bill be the same?

2013 Combined

39.98

73.97

72.96

78.66

78.66

89.12

57.73

37.35

98.44

116.12

2014 Phone 2014 Internet

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61.09 61.09  
52.54 62.19  
61.42 31.86  
61.42 59.99  
61.26 59.99  
61.26 80.49  
62.36 69.99  
62.44 62.49  
62.46 69.99

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**Diane Benson** · Citizen · (Postal Code: unknown) · Mar 08, 2018 8:29 pm

👍 0 Votes

I have had Frontier for 30 years. Absolutely despise this company but no other internet companies service my area. I continuously have to reset my modem at least 3 times a day. I put off contacting customer service because when you do call them it is at least 3 to 4 hours of my life that I will never get back and nothing gets resolved. They set up a time for a technician to come out but also warn you that if they find it is not their service that is the problem there will be additional charges. I inform that I will not pay additional charges as I have the inside wire maintenance insurance that I pay for monthly and I have had my computer checked so that is not the issue. When the technician comes out they replace the modem. Have been told the modems that are used are not very good ones. Always told that on their end they are showing that I have service. My response, " well I don't have service, hence the reason for my call".

They told me that I needed to purchase a bigger package because I didn't have enough MB to support what I used the internet for. I said that makes no sense. It is just me and my husband here and I only use my computer. I don't stream movies or anything else. I am paying for a service up to 5MB and wasn't even getting 1MB. Frontier's response was it is up to 5MB that doesn't mean you will get 5MB. I said well I don't even get 1MB.

My rates go up all of the time. I question why my bill is not the same every month when I have not made any changes to my service. When I told them I was going to cancel my landline I was informed there would be an early termination fee for voiding the contract. I informed them I was not under a contract as I have been a customer for 30 plus years. I was told when I contacted them for a better rate I agreed to a contract and if I didn't cancel it, it would automatically renew. I asked to hear the phone recording where I was informed that there would be a contract and that I agreed to it. I was told they could not provide that to me.

Frontier doesn't want to take any responsibility and just passes off everything making you believe that the issues are with your computer or your own equipment. You don't get the services you pay for. They offer lower rates to new customers but they won't give their customers that have been with them for 30 years a descent price. Poor service and customer service all the way around.

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**Dawn Tuttle** · Citizen · (Postal Code: unknown) · Mar 12, 2018 10:51 am

👍 0 Votes

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We have had Frontier for 20 years. The internet service today is actually worse than it was when we started. I have to restart my modem several times ever day. It is impossible to stream anything and I office out of our home and cannot host webinars through our frontier account but am forced to use my verizon hotspot due to the slow speed (screens can take several minutes to move forward for customers with frontier). We had a land line and the internet and because of the ongoing problems and explanations about our "rural" location from frontier customer service we cancelled all service with them. Then came to find out there were no other options so we were forced to reconnect with the internet which of course they charged us a connection fee for. They have done nothing in 20 years to improve their internet service and continue to blame their poor service onto their customers location which is in THEIR service area. We need a provider that provides service!

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**Nancy Kolb** · Citizen · (Postal Code: unknown) · Mar 13, 2018 12:13 pm

👍 0 Votes

I have read through all the previous comments and echo their complaints whole heartedly. But my largest problem with them is my internet speed! It is dismal at best. For as close as I live to a good sized town my upload and download internet speeds are and have always been well below 1 Mbps yet I pay for Broadband Max service - which of they blame the "rural" area I live in!

On the same note - why do I have to beg for a deal when they are offering new customers "low priced everything"? Their customer service as a whole leaves a lot to be desired - nothing worse than being transferred around and no one knowing what the previous had talked to you about only to eventually get disconnected.

They have gotten too big and powerful and don't care about customer service - they have a lot of us over a barrel with no other options.

I'm not sure who regulates what service can be in what area but I wish they would allow more options in my area.

Really hoping this investigation leads to good things. Please don't drop the ball - we need someone with more authority to correct this.

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**Sarah Corona** · Citizen · (Postal Code: unknown) · Mar 13, 2018 8:58 pm

👍 0 Votes

I have had frontier for many years now and have had numerous problem. Over charged on my bill, unnecessary service calls resulting in more charges, no service for long periods of time yet charged same amount on Bill. The largest was my service getting interrupted due to non payment. I was layed off and had contacted frontier letting them know payment date but they still did a total disconnect. I then had to have reinstallation my bill is higher I have a deposit requires as well as install charge and I still have no interest and phone. Only service that has been installed is my cable.

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**Jennifer Miller** · Citizen · (Postal Code: unknown) · Mar 16, 2018 11:00 pm

👍 0 Votes

I have had nothing but problems with Frontier. My internet works for 2-3 weeks then it stops working. I call tech support and there's nothing they can do to fix it so they

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schedule a technician to come out. I've had to wait 2 weeks for someone to show up to fix my internet! Its rediculous! I should not have to wait that long. Someone should be here then next day to fix it! I've seen the technicians in my neighborhood and they don't even stop! I shouldn't have to pay for services I'm not getting while waiting for someone to fix my internet. I also have the ultimate security bundle on my bill and I've had asked them 2x to remove it and they don't! I don't need it!

---

**Cheri Dellwo** · Citizen · (Postal Code: unknown) · Mar 19, 2018 11:28 am

👍 0 Votes

I have been a Frontier Communications customer for 7 years. I started having internet problems immediatly and would often call their tech support number. These calls would often take 30 to 45 minutes and would result in the technician asking if I had reset my modem and then them scheduling a service technician to come to my house. The technician would never find any significant problems and would often leave a new modem and say that they weren't the BEST quality so that was probably the problem. I pay \$82.61 for both phone and internet month for up to 5mpbs and a clean phone line, and I am lucky if I get 1 to 1.5 at the max. I complained about the speed early on and asked why I have to pay the same amount for someone who gets faster service at 5mbps. I can't down load movies from the internet because it buffers every 3 min's and sometimes I don't even get the internet signal for the TV. They told me I was receiving the fastest internet possible for my area. My internet will often cut out and is unreliable. I complained enough one month and I asked to a credit and they didn't even credit me back a billing month for my problems, and still the service never got better. If there was another reliable option for internet in my area, I would have switched already. I also fear the hassle of canceling someday as I have read a lot of negative reviews about customers trying to cancel service and it not going well. I have also been told that my account is a red flag for all my complaints and that I am not a very good customer for them! Really they are going to tell me that I am a bad customer? WOW!

I have also complained that my Phone line cannot able to carry a full time tone, it is a pulse tone (like the old rotary phone pulse) and they tell me it's because of I live in the country and the area I'm in...Again with the area and living in the country....shouldn't matter and they should be trying to get it better!

After working from home for 3 years and all the internet issues I have had with them, I actually had to return to the office to be able to work. My job was suffering due to the speed. I couldn't keep up with the things I need to do. Oh that's right again they say it's the area that I'm in and this is the fastest that they can get me! UGH!!!!

The other thing that I have complained about is that the phone line to the box is ABOVE ground sitting in the ditch, just sitting exposed to everything. I was told over and over that they would need a ticket submitted to have this issue resolved. So ticket after ticket nothing ever gets done and the line is still on the ground! AND they still want me to pay them the monthly bill on time or I get tag a late fee! Maybe if we charged them a late for all the issues we have had I would have had FREE service for SIX YEARS!!!! I am canceling ASAP I would rather go without service then with them! I would be happy to express more of my issues if needed!

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**Tim Reese** · Citizen · (Postal Code: unknown) · Mar 21, 2018 8:36 am

👍 0 Votes

We have Frontier communications as the service provider for a business that requires on-

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line registration for our customers. Their service is so unreliable that we have had to switch to 4G cellular service. We are a public agency and unable to serve our customers effectively because cellular data isn't fast enough. We were so frequently were losing our phone lines that we had to make a change. Without another service provider available to us, we are stuck with cellular data.

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**Helen Dahman** · Citizen · (Postal Code: unknown) · Mar 22, 2018 4:29 pm

👍 0 Votes

We have been Frontier customers for 30 years, as that is the only option in our area. Like those commenting above, we have had numerous issues, especially with internet service and customer support. A year ago I was "sold" an upgrade to 5g service for any additional \$10/month only to have the technician who came out to install the new modem needed that it was impossible for us to go to 5G because Frontier had no more bandwidth available in our area. The technician gave me a call about 2 weeks ago to let me know that they had finally increased their bandwidth and would I like him to submit a request to Frontier to connect us. I said yes and have heard nothing from the company since. We cannot watch movies because of the constant buffering, the internet cuts out regularly and/or is excruciatingly slow, and the customer service personnel I have spoken with on the phone are not helpful and often disingenuous. We would leave Frontier in an instant if we had another option.

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**leanne johnson** · Citizen · (Postal Code: unknown) · Apr 03, 2018 1:45 pm

👍 0 Votes

We currently have a case open with Frontier for all of the above, customer service practices, lack of reliable internet, and billing practices with the BBB. From the get go we had cruddy service or no service and have wasted so much time complaining to them, I work from home full time and I have lost quite a bit of PTO having to deal with connection issues and being on the phone arguing with them. We had it on March 14th and switched, however; they continue to bill us, said they couldn't stop the billing due to "internal policy"?! What does that even mean? They are combative when you do call and you get absolutely no where. We have HAD IT WITH THEM! We will let the BBB handle the complaint and the State of MN. NO company should treat consumers this way. They are stealing money and time from people and it isn't right! We are the consumers paying for a product that is CRAP!

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**Janice Perttula** · Citizen · (Postal Code: unknown) · Apr 05, 2018 8:29 am

👍 0 Votes

We were told we had no choice but to use Frontier. The first couple of months (august 2017-october 2017) were ok, but not great. Slow internet. Then, we started getting outages. At first, once a day, then numerous times a day. For each phone call to them, we spent 30 minutes going through "each step to correct" the situation over the phone, only to hear at the end of all that, "oh, it's an outage in your area". This began to happen so often that we spent more time off line then we did online. In December, during another call, I told them to cancel me. They offered me a lower per month bill if I stayed with them. My answer was, "why would I pay ANYTHING for something I can't rely on and don't have 80% of the time. This was the only time they took some money off of my bill as I told them I am done paying for services I don't get. They said they would send a box

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for our router, but...4 months later, we are still waiting for the box. We ended up having to "up" our service at AT&T and doubled our cell phone bill to get internet.

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**Nicole Forney** · Citizen · (Postal Code: unknown) · Apr 24, 2018 1:20 pm

👍 0 Votes

I just spent 1 hr 18 min on the phone today 4/24 as they cut my service off. I called and was disconnected from them 7 times on 4/13. The issue is that a customer retention specialist in June 2017 provided me with a \$30 a mth credit for 12 months. I realized in Jan that I was never receiving that credit. I called in Feb 2018 and they stated there was no such promo and they couldn't honor it. What she could do was to give me credit for the 8mths from that quote, so \$240 to my account. I just received a disconnection notice and a bill for \$367.17. I spoke to Yolanda who could only offer me \$90. I asked for her boss and spoke to Larry. He stated that even though I was quoted incorrectly there is nothing he could do. Essentially they would be giving away the internet for free. I advised him that is not my issue and they should honor the 2 quotes given. I already made a sacrifice from the 12 mth misquote to 8mths. Now you are stating only \$90. Asked to speak to his boss Jim. He stated the same thing. I asked them to just honor what was quoted \$240. They won't! I told him to cancel my services.. Conf #068808631 and that I'll be filing my complaint here along with everybody else. I am not asking for free services. The \$30 was offered as a retention for our 6+yrs of service and spotty internet connectivity. I then accepted the \$240 due to the misquote and now they want to offer \$90 due to the 2nd misquote!! Then they charge me a \$10 Cancellation Fee!!!!!!

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**P.J. Burandt** · Citizen · (Postal Code: unknown) · May 10, 2018 9:05 pm

👍 0 Votes

Our main complaint with Frontier is the incredibly slow internet service they provide out in our area. For the past 5+ years it is a regular occurrence that we either have very slow internet speeds or no service at all. I wish I would have kept track of all my time that I've lost by being on the phone with frontier trying to fix this problem. My wife works from home and needs internet access to log into the company's server. The internet has been such a problem with her working from home that the company has bought her a Jetpack so she can use her bosses mobile data to work effectively. I've called there customer service to find out why our internet is slow and they've told me the same line..."We're in an area of high demand and are due for an upgrade". The only problem is that's the same story they've told me for over 5 years and they can never tell me when the upgrade will happen. Frontier's internet service is a problem with everyone in the area. Some people that live on an nearby road actually all dropped frontier and were able to get Jaguar Communications to run a line in there area so they have good internet. A big problem we have out in the country is there are really no other good options for internet service providers so we're stuck. I will admit the tech support people I've talked to have been good to work with for the most part. I can't say the same for management people I've talked to. I actually hung up on one customer support manager who became difficult and down right rude when she was talking to me. There has been times when we've lost internet service that has lasted a good week. Each time I'd talk to Frontier about it I would get a different story. There was one time recently that the person I was talking to said she'd look into what was going on and that someone would call me back...never happened. We really don't know what other options we have out here. It's tough having poor internet service especially when our kids need it to use there

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chromebooks for homework and other school related work. When I heard about this investigation I had to make sure I posted a complaint. We've even had where we lost internet, got it back for a couple hours then lost it again.

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**Tammy Anderson** · Citizen · (Postal Code: unknown) · May 11, 2018 9:39 pm

👍 0 Votes

We have had Frontier for 11 yr now, for about 7 yrs we have had 2 phones lines ran into the house, we have also had to have 2 internets, constantly going down, dragging, movies buffering. This past december, (we had been calling 2xs a month)we got FIOS, we were told, with this, you will have no buffering, my husband could play his games, my granddaughter and I could watch ,movies.. bunch of malarkey there... so I call, and I have to do this this this and that, it should work. Its been half way ok. My biggest concern... my neighbor called got internet service... yay, great, terrific... EXCEPT... wait for it..... Frontier ran his service cable across my property, yes just laid it on the ground... I called immediatly, before the guy was finished doing this, and I was told they would be out within 10 days to fix it. It has been 2 months, since this is a hay field, and it needs to be disced this year, I called and complained to Frontier. Are you ready for this... I got told it doesn't matter that its my property, since it is my neighbors service, he needs to be the one who calls it in. I talked with the neighbor a week ago.... nothing has been done as of yet...