

Public Hearing: Attendees Identify Issues Regarding the PUC Investigation into Service Quality Issues at Consolidated Communications (Case No. 18-3231-PET)

At a public hearing in Readsboro held by the Public Utility Commission (“PUC”) on November 26, 2018, regarding the PUC investigation into the service quality provided by Telephone Operating Company of Vermont, Inc., d/b/a Consolidated Communications, Inc. (“Consolidated”), attendees identified the following issues:

1. Consolidated’s network infrastructure is aging and requires significant improvement. As part of that improvement, Consolidated should also consider relocating their lines closer to roadways for easier outage repair.
2. Traditional landline telephone service is often the only communications option in rural areas such as Readsboro due to the lack of cellular phone service.
3. Consolidated’s Internet and telephone service is frequently unusable due to static and outages.
4. Consolidated’s response time for new service calls and outages is much longer than other utility services in the area.
5. Dependable telephone service is essential for businesses and for emergencies in rural areas such as Readsboro.