

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 held by the Public Utility Commission (“PUC”) in St. Albans on December 4, 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. Problems with Consolidated’s caller identification service.
2. Poor call quality and static on the phone lines.
3. Lack of responsiveness and poor service from Consolidated’s customer service representatives.
4. Poor internet service quality.