

From: Ed Greany <outlook_D6C9007064B29054@outlook.com>
Sent: Monday, June 12, 2017 5:54 PM
To: Baker, John C.
Subject: Resolution T-17557

Mr. Baker,

I do not have sufficient information on the process for submitting a comment to the Board regarding a pending resolution. With this limitation, I still feel it necessary to offer my supporting comments for Resolution T-17557.

Ever since Frontier took over the internet service from Verizon my service has suffered especially with the Frontier Customer (Dis)Service they offer.

Just this past week, my internet service from Frontier was completely down one full day and night and partially down two additional days. When calling Frontier Customer Service they refused to prepare a "ticket" or listen to my request for someone to visit my place to evaluate or allow me to show the lack of internet being supposedly offered to me. The very max speed I can attain is 1 Meg and that is on a good day.

Please vote in the affirmative for this resolution. I can't wait for this geographical underserved area to be recognized and offered a reasonable internet service.

Thank you.

Respectfully yours,

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