

Advisory Bulletin

Case No. 18-3231-PET Consolidated Communications, Inc.



Department Seeks Public Comments Regarding Consolidated Service Quality Investigation

On September 26, 2018, the Vermont Public Utility Commission issued an order opening an investigation into the compliance of Telephone Operating Company of Vermont, Inc., d/b/a Consolidated Communications, Inc., with service quality standards for retail customers of telecommunications services (Case No. 18-3231-PET). The investigation will also determine whether penalties should be imposed for any non-compliance with those requirements.

The Department of Public Service, as petitioner in the proceeding, is actively examining the service quality performance of Consolidated. Consolidated will remain bound by its regulatory responsibilities during the investigation and will continue to submit required reports and work with the Department to resolve consumer complaints.

More information can be found at the Public Utility Commission's [Case and Document Search webpage \(https://puc.vermont.gov/epuc-information/case-and-document-search\)](https://puc.vermont.gov/epuc-information/case-and-document-search). Helpful hint – if you create an account, you'll be able to see more details.

We want to hear your opinions about this investigation. Your comments will help us better understand and represent the public in this case.

Get Involved Because Public Participation Matters

Make yourself heard by calling or emailing the Department of Public Service to let us know what you think about this case. Here's how to contact the Department:

Consumer Affairs & Public Information
Vermont Department of Public Service
112 State St., Montpelier, VT 05620
800-622-4496
psd.consumer@vermont.gov

Public Comments

You can comment on this case by attending and speaking at a public hearing convened by the Public Utility Commission. Information about filing public comments without attending a public hearing can be found on the Commission's [Make a Filing webpage \(https://puc.vermont.gov/epuc-information/make-filing\)](https://puc.vermont.gov/epuc-information/make-filing). Comments can also be submitted by writing to:

Clerk of the Commission
Public Utility Commission
112 State Street
Montpelier, VT 05620-2701

Public Hearings

The Public Utility Commission will hold two public hearings in order to receive input from consumers about this investigation.

- November 26, 2018, 6:30 p.m. at the [Readsboro Central School, 301 Phelps Lane, Readsboro](#)
- December 4, 2018 6:30 p.m. at the [Bellows Free Academy, 71 South Main Street, St. Albans](#)

During the public hearings, consumers are invited to make comments relevant to investigation in front of the Public Utility Commission.