

267180

COPY
Footed: tod 2016-360-C
Dept: AA/ORS/Parties
Date: 10/18/16
Time: 3:09

From: Victoria Catoe [mailto:vcatoe@gmail.com]
Sent: Monday, October 17, 2016 11:58 AM
To: PSC_Contact <Contact@psc.sc.gov>
Subject: Victoria Catoe complain against Windstream

I know you probably had hoped to never hear from me again, and believe me I had hoped to never have to contact you again. My Windstream service failed and they told me they would have to bury a new line and at first told me that their engineers would locate the sprinkler and electrical lines and if anything was cut they would repair it so i agreed to allow them to come down my driveway and across my backyard even though I pointed out at the time that I had granted SCE&G a right of way when the home was built that came down through the woods on the side of the home where the DMark is (Windstream refuses to use that right of way and insists on bringing the service in from the furthest access point possible and at the greatest risk of damaging existing services). I do not understand any of this unless it has something to do with my filing of an earlier complaint.

Here is a copy of the email I got from Windstream:

Hello

Thank you for contacting Windstream, we truly appreciate you for taking the time to connect with us. I do apologize if the line has not been buried yet. I would be happy to assist you with this.

Checking further into the account, I see that there is still an open pending ticket to have your line buried. This was set for Oct 11th. The Contractor kept the ticket open so he is able to assist. They have notate on the ticket that they are unable to complete the buried line until the sprinkler system has been moved. They are unable to touch this as they do not want to accidentally create damage to the line.

Once the sprinkler system has been moved, we will be able to contact them again to get them out to correct this and bury the line for you. Again I do apologize for the inconvenience and and the delay in getting your line buried.

If you have any further questions,
Please contact our Support Desk at the following numbers:
1-888-292-3827 or 1-800-347-1991

We are available 24 hours a day, 7 days a week for your convenience, and will be happy to assist you.
You can also chat live with us at:
windstream.com/support
(9am-9pm EST)

Thank you,
Windstream Communications

RECEIVED
OCT 17 2016
PSC SC
MAIL / DMS

PS - I still have complete access to Mike Kelly's business account (I had to use my cell phone to contact Windstream since I do not have a landline).



Individual Complaint Form

Date*: _____

Complainant or Legal Representative Information: * Required Fields

Name * Victoria Catoe

Firm (if applicable) _____

Mailing Address * 108 Yachting Road

City, State Zip * Lexington SC 29072 Phone * 8039601960

E-mail vcatoe@gmail.com

Name of Utility Involved in Complaint: * Windstream

Type of Complaint (check appropriate box below.) *

<input type="checkbox"/> Billing Error/Adjustments	<input type="checkbox"/> Deposits and Credit Establishment	<input type="checkbox"/> Wrong Rate	<input checked="" type="checkbox"/> Refusal to Connect Service
<input type="checkbox"/> Disconnection of Service	<input type="checkbox"/> Payment Arrangements	<input type="checkbox"/> Water Quality	<input type="checkbox"/> Line Extension Issue
<input type="checkbox"/> Service Issue	<input type="checkbox"/> Meter Issue		
<input type="checkbox"/> Other (be specific) _____			

Have you contacted the Office of Regulatory Staff (ORS)? * Yes No Name of ORS Contact: Skye 803-737-5230

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

My telephone service failed, Windstream determined a new line needed to be buried; they refuse to re-bury the line) until I move my sprinkler system; the system has trace wires and can be located with the proper equipment; I also granted a right of way to SCE&G (which is on the same side of the home as the telco's DMark) and suggested that Windstream use that right of way to bring the service into the home. I do not understand why they brought the service to the home from the opposite end of the property (the furthest access point) instead of utilizing the existing right of way (the closest access point).

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I would like the telephone service I requested and credit on my invoices to reflect no service effective October 17th, 2016.

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. Yes No.**

Complainant's Signature: (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Lexington)

VERIFICATION

I, Victoria Catoe Complainant's Name * verify that I have read my complaint filed on 10/17/16 Date *
and know the contents thereof, and that said contents are true.

Complainant's Signature: (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only	
Processed By	Date
H.E.	

Easterling, Deborah

From: Victoria Catoe <vcatoe@gmail.com>
Sent: Monday, October 17, 2016 12:33 PM
To: Windstream Communications; PSC_Contact; Mike Kelly; PSC_Commissioner.Elam
Subject: Re: (No Subject)

Hi Allison,

Thank you for your reply. Unfortunately after looking at the Customer Bill of Rights I do not find that it is my responsibility to move the sprinkler system and again request Windstream evaluate the possibility of bringing the service to my home using the right of way I granted to SCE&G which is the closest access point.

I've been on the phone over 2 hours again today being transferred from department to department at Windstream with no answers to my questions. This is beginning to seem like a coordinated vendetta perpetrated by Windstream against me personally.

I also would like to report that my telephone service is out again and request that my account be adjusted accordingly until service is restored. I've forwarded a copy of your email to me to the PSC and have also copied them on this email, so they might keep abreast of the situation.

Additionally, I would like to report again (I have been trying to get this resolved for the past 3 years) that every time I use my cell phone (which I am forced to use since I no longer have a landline) I am routed to the business account department and am granted full access to billing and banking information of the Mike Kelly Law Group. I attempted to use my cell phone to pay my bill a couple of months ago and when I was informed my bill was over \$3,000.00 I realized that Windstream had failed to update the database with the information I had provided on numerous occasions over the past three years and contacted Windstream again reporting the error and was assured that my cell number had been disassociated with the Mike Kelly account. Therefore, I am copying Mr. Kelly on this email to notify him of the security breach, perhaps since it is his information that has been compromised, he will be more successful at motivating Windstream to make the necessary correction than I have been.

Thank you and have a great day!!

Victoria Catoe

On Sat, Oct 15, 2016 at 1:40 PM, Windstream Communications <support@windstream.desk-mail.com> wrote:

vcatoe
Subject: (No Subject)

OCT 15, 2016 | 01:40PM EDT
Allison M replied:

Hello

Thank you for contacting Windstream, we truly appreciate you for taking the time to connect with us. I do apologize if the line has not been buried yet. I would be happy to assist you with this.

Checking further into the account, I see that there is still an open pending ticket to have your line buried. This was set for Oct 11th. The Contractor kept the ticket open so he is able to assist. They have notate on the ticket that they are unable to complete the buried line until the sprinkler system has been moved. They are unable to touch this as they do not want to accidentally create damage to the line.

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windstream.com/support
(9am-9pm EST)

Thank you,
Windstream Communications

OCT 12, 2016 | 03:24PM EDT
Original message
vcatoe wrote:

I have been waiting for 3 weeks to have the line strung across my yard buried; I do not think the company you have contracted to bury the line is equipped to handle the job; they have been out twice and both times they hesitate because of the sprinkler system. They turned the job back in again today and said they were requesting (for the second time) that the line be relocated to the SCE&G right-of-way that I granted. This is unacceptable, I am not able to mow or pick up the leaves in my yard until this is repaired so I do not care if the line is relocated or not I just need it buried and I cannot wait another 3 weeks. Please help.

Easterling, Deborah

From: Victoria Catoe <vcatoe@gmail.com>
Sent: Monday, October 17, 2016 12:57 PM
To: PSC_Contact; PSC_Commissioner.Elam
Subject: Victoria Catoe Windstream refusal of service

OCT 17, 2016 | 12:47PM EDT

Stefanie J replied:

Hello and thank you for contacting Windstream, we truly appreciate you for taking the time to connect with us. My name is Stefanie and I will be assisting you today!

I have reviewed the Customer Bill of rights for Lexington, SC and it doesn't appear that it has any information regarding burying equipment in the yard. Our contractor has requested that to avoid damage to your property that the sprinkler system is removed so the line can be buried properly. I apologize for any inconvenience this might cause you but we are unable to bury the lines until the previously listed actions are taken.

For immediate assistance, we ask that you please contact our Support Desk at the following numbers: [1-888-292-3827](tel:1-888-292-3827) or [1-800-347-1991](tel:1-800-347-1991)

We are available 24 hours a day, 7 days a week for your convenience, and will be happy to assist you.

You can also chat live with us at:

<http://www.windstream.com/Windstream-Live-Chat/>

9am-9pm EST

Thanks so much for being a part of the Windstream family, and I hope you enjoy the rest of you day!