273450

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2017-362-C

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Individual Complaint Form

Date*: 12-3-2017

Complainant or Legal Representative Information: * Required Fields

Name * Troy A LACOLLA

Firm (if applicable)

Mailing Address * 207 Satterfield Road

City, State Zip * Simpsonville, SC 29681 Phone * 864-303-4225

E-mail tlacolla207@gmail.com

RECEIVED 2017 DEC -8 PM 2:19 SC PUBLIC SERVICE COMMISSION

Name of Utility Involved in Complaint: * CHARTER / FRONTIER / AT&T

Type of Complaint (check appropriate box below.) *

- [ ] Billing Error/Adjustments
- [ ] Disconnection of Service
- [x] Service Issue
- [ ] Other (be specific)
- [ ] Deposits and Credit Establishment
- [ ] Payment Arrangements
- [ ] Meter Issue
- [ ] Wrong Rate
- [ ] Water Quality
- [x] Refusal to Connect Service
- [ ] Line Extension Issue

Have you contacted the Office of Regulatory Staff (ORS)? * [x] Yes [ ] No **Name of ORS Contact:** SKY DUNBAR

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

We live on a short street with 4 other residents. We are surrounded by phone & internet providers however charter comm. has been denied the use of the Duke power poles to bring service to our homes. Frontier comm has service but no internet to offer due to equipment issues. The JR High school (R Gordon) boarders my property, they have att service but stated we are not in their area they would provide service if allowed by Frontier. In short I have 3 school age children with no means of internet service & phone at home in which to do school required homework. This is simply a communication issue between all companies to reach a solution. Charter expressed interest but said Duke will not allow their lines on the existing poles for whatever reason. I have contacted County Council Burch Kirvin, State Representative Mark Willis, School board Chrystal Ball O'Connor and all utilities involved with no response.

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

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. [x] Yes [ ] No

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

STATE OF SOUTH CAROLINA)
COUNTY OF Greenville)
)

VERIFICATION

I, Troy LACOLLA (Complainant's Name *) verify that I have read my complaint filed on 12-8-17 (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.	

ACCEPTED FOR PROCESSING - 2017 December 11 10:34 AM - SCPSC - 2017-362-C - Page 1 of 1