Frontier Log

NORCOM BASIC notebook

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MADE IN MEXICO

Begin Spring '16

PERFECT EDGE® MICRO PERFORATED FOR CLEAN TEAR-OUTS

70 Sheets

1 Subject

COLLEGE RULED

10½" x 8"

Prior to First recorded date

Spring '16

Around Mar/April internet ALWAYS go out around weekend, stay out, come back on Sun p.M. or Mon a.M

4/30/16

Tix # 00115800 62

Internet out, called Frontier

~~They did~~ ~~IT~~

I did 04 calling
- power cycle modem

They did during call
- Had reset of modem

Result
- No work still, put in tix # for service

TIX # 00115800 62

Tech said to arrive Fri 5/6/16
(6 days)

5/29/16
SUN
Tix # 00011666273

* Internet down ~9:30p SUN 5/29
  · called Frontier ~10:30p

I did
· power cycle modem

They did
· put in ticket for service

Tix # 00011666273
Tech to stop Fri 6/3/16 (5 days)

Notes
- Internet down Sun ~9:30p to Tues ~7:00a
- Internet back down ~4:30a, did power cycle + worked again

Tech did / suggest

→ try turn off all things that connect to internet then restart / cycle modem
→ ensures problem on their end not ours

6/26/16

Tix # 1175611

- No phone or internet @ 3:00p

I did
- cycle modem

They did
- put in ticket

Tix # 1175611

Tech stop by near July 2nd (6 days)

Weds 6/29/16

Tix# ØØ1176853

- internet down, phone messed up
- prev. called Sun 6/26

~~They~~ · called int tech @ 5:00p · called phone tech @ 6:00

They did (internet tech)

* Blamed conjestion on the line *

V. bad cust service, 35 min call for just "bad conjestion", called billing for cust. serv. credit

They did (phone tech)

· Had reset modem (push reset button ~ 30 sec
· Put in ticket

Tix # ØØ1176853 . July 5 service date (6 days)

* $15 credit for bad tech cust. serv.
* called back for adjustment on days w/o internet

7/1/16

TIX# 00 11 74853

· Piggyback on some issue/tix from 6/29

· internet down + phone down
· DSL light blinking
· NO internet light
· NO dial tone

CALLED Lindstrom office.

They did (Lind)
· Nothing. ~~Post~~ can only wait for tech

7/23/2016

TIX # 0118635

* Phone + internet down 10:00a
  → came back up when called
  → down again @ 10:12a

- internet light off (no blue light)
- DSL light blinking

<u>They did</u>
- put in a ticket

TIX# 0118635

Su 8/20/16

Tix # 00119639

Internet down @ 9:00a

internet light = RED DSL light = solid green

We did

power cycled modem x2 once @ 10a again @ 3p

- unplugged ALL cords after turn off router
- let sit ~1 min
- plug in power + DSL line only
- turn on + wait for DSL + internet light

They did

Put in trouble ticket

TIX # 00119639 Arrive ~ Fri 8/25

* Internet off ALL DAY Sun 8/20

came back on sometime Monday

~~XXXXXXXXX~~ tech stopped by 8/25

- came in
- check speeds
- said everything fine

- can't do nothing b/c nothing wrong
- said office don't tell them what wrong, as if they're chasing a ghost.

WEDS 8/31/16
Tix# 1199970

Before 9am noticed:
- Internet down, light on router RED
- DSL light on, solid green

I did
- cycled modem x2 by unplug ALL cords after I shut router off. Then wait 1 min, plug in only the power cord & DSL line, wait for it to start up
- Internet light still RED, DSL light solid green

They did (Lindström Office)
- put in trouble ticket (6 days)

TICKET# 1199970 service time ~ 6 Sept

* Internet off ALL DAY W 8/31
* Internet off ALL DAY Th 9/1
→ Internet back on (we did nothing) a.m. of F 9/2

* Internet off again -am / -pm } ALL DAY M 9/5
  - called 800# a.m. of M 9/5 to confirm tix active
  - Tried to get credit for 8/31 + 9/1, told can't do so until ticket resolved
* Internet off -am / -pm } ALL DAY T 9/6
  - Recieved auto-call from Frontier:
"due to unforeseen delays technician rescheduled to W Sept 7"
* Internet off -am -3pm BACK ON @ 4pm W 9/7
  → called 3pm to check status of ticket
  * still active + scheduled for today. Tix open.

GREG
- great guy talk to from 800#

(continued on next page)

Service tech stopped by ~3:30p on 9/7
- Had to go to main box by hwys 243 + 95
  - possible bad card or need to be reset

Internet service back on @ 4:10p Weds

Called Billing to recieve credit for

TICKET # 1199970 - Days w/o internet:
8/31, 9/1, 9/5, 9/6, 9/7

TICKET # 00119603 9 - Day(s) w/o internet:
8/20

TOTAL of 6 days b/w these tickets

* $9 credit issued (~$1.50/day for the $45 internet plan)

30 day per month

$$\begin{array}{r} 1.50 \\ \times\ 30 \\ \hline 45.00 \end{array}$$

Tues 9/13/16

TICKET # 00120467 8

Came home 6:00p, internet down
DSL light green
internet light red

I did
Turn off router, unplug everything. Let sit ~1 minute. Plug in power + turn on. Then plug in DSL line. Wait for full start before plug in ethernet cables.
Internet light still red

They did
Had me unplug modem, wait 1 min, replug in (just what I did bf calling)

Went to 192.168.254 (Router page)

Reset Account ID + password on
Edit Connection Profile
(Internet status → my connection edit button)

~~Ticket #~~
Put in service ticket - said it was something outside

Ticket # 00120467 8
Service time ~ 9/19/16 (6 days)

Called Billing to request credit for bad company service → internet only worked for 6 days!

* Good will credit = $25 credit under consideration requested.

Ticket # 0012Ø4678
continued

T 9/13 internet down @ 6:00p
W 9/14 internet down -am 5 -pm 7 ALL DAY
Th 9/16 internet down -5am ON AGAIN @ 5:30p

appx 2 whole days w/o internet

Bob Trombley
257-9932

T 11/1 internet down 12.00pm

Tues 11/1/16

TIX # 001219634

Internet down ~12:00noon
RED internet light, solid green DSL
tried ~~flush~~ recycling modem @ 7:00p
→ turn off and unplug
power + ~~wire~~ "phone jack" cord
→ let sit ~1min
→ plug all back in and turn on

called @ 7:35

Tech ran test on the line

Said did some updates, asked us to turn off + unplug modem for 30 sec

Also asked to connect ethernet to EZ

Internet light still solid red
DSL light still solid green

went to 192.168.254.254

My Connected Home → Network → Action
PPP Status = connecting... → edit
checked account ID: 3~~0~~e878-...
(on front cover is same)

info is correct, verifying something

*Saying no LTU available,

Tues 11/01/16
continues
Tix# 00121963 4

Going to reset modem
hold small red button for ~10sec

Calling in service ticket, will be in area about 11/07/16 8:00a-12:00 noon

Should call in day or two for estimation ticket

TICKET # 00121963 4

Father saw technician on side of road near home & stopped to talk.

Tech went & reset card @ 95 HWY

Internet working again 11/2/12

Fri 12/9/16

TIX # 1229999

5:30a

Internet out

DSL Light : solid green

Internet light = solid red

Tried unplug, sit 1 min, plug in & turn on (cycle modem) but no change

Ticket # 122-9999 12[redacted]/14/16 EST.

12/12/16 INTERNET CAME BACK ON FOR ½ DAY THEN OUT AGAIN.

12/14/16 INTERNET CAM BACK ON THE SERVICE TECH. CAME AND SLOWED THE INTERNET DOWN.

→ They thought that when they bumped us up a tier it caused it to be unstable

Note to self

1/1/17 Need to call & get credit

Sun 1/1/17

TIX # 00123550

Internet down @ 7:30p
*Internet light RED
*Tried unplug - sit 1 min - replug
→No change

Called and got hold someone at 8:00p

(?) For some reason they had different house # as our service address. Billing address matched though.

* Went through notes from our past incidences - noted that this issue should not be this frequent & maybe they can find an underlying cause

went to my connected home → Network Connections → Action (Broadband row) → Edit (my connection row)
Updated password → a1769c71595be12
goes w/ acct id 306878-192992@connect.frontier.com

Setup ticket w/ Jerome as contact person
ticket # 00123550
expected time to fix: FRI 1/6/2017

→ 1/2/17 off @ 6:30a but then started working around 8:00a

~ 1 day outage

Fri 1/13/17
TIX# 00123866 2

FRIDAY JAN 13 6:00 PM

INTERNET OUT DSL Light Red

SERVICE ~~TIME~~
Ticket # 00123866 2 About 1/19/17

Thursday Jan 19 1:30

Tech came + installed new modem
Bumped Speed up a little
password 6512575861
to tech who was out 612-968-4321

- set wi-fi security to none
only use at home so no "theft"

- 7 day outage

Tries call @ 9:00p to get DSL back but closed
☹ NO BUSINESS HOURS GIVEN - told to
call next business day (whenever that is!)

Called in 1/21 to get credit on acct
for total 10 days w/o internet
7 + 2 + 1
~10.49 2.99 1.49

1/22/17

1/22/17
Internet Down at tryed at 6:00 AM
turned modem off and on no Internet light.

9:30 AM Internet came Back on.

3/4/17

NO BLUE INTERNET LIGHT

Internet off about 12:30p.
Turn off modem, unplug, sit for 1 min

works again

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10 March 2017

Speedtest Performed
Down: 795 Kbps
UP: 355 Kbps

Internet down — Sun 12 Mar 2017
no light — 9:00p

Turn off, unplug, wait 1min, turn on
works again

Internet down — Mon 13 Mar 2017
5:30a

Turn off, unplug, wait 1 mn, turn on
works again

Speed test — 11 April 2017

Down: 1550 KbPS
UP: 358 KBPS

Letters 2 ems

Mon 5/1/17

Internet not working → wireless up
Both LAN & wireless have no internet
Blue light off
turn off → unplug → wait 1 min →
plug in & restart

works

~~Speed test~~

Weds 3 May 2017

Speed test

Down: 1340 Kbps
Up: 359 Kbps
Latency: 28 ms

11 June 2017

Internet down ~ 10am
power off & unplug router
wait 1 min → plug back in

Router still has red light
Phone out too

Called 11:08 to report

Frontier said "call back if not fixed in 24 hours"

bc storm related

called back & selected phone options

Big storm A.M.

convo w/ Frontier phone

no dial tone on any house phone

June 17th for repair ticket

ticket# 0012744490

→ Phone + Internet back on + working Monday 12 June

18 + 19 June '17
SUN MON

Tix #
1277126

Sunday 6/18/17 ~9:00p
- V. slow internet speeds
speedtest says ~0.71 Mbps down
~0.74 Mbps up
check Kyle FB post (private)

Monday 6/19/17 2:00p
° NO phone or internet
° Tried turn off → ~~unplug~~ unplug → turn on
after I mimic the router. Lights came back on
° Phone has no dial tone → hear nothing when turn on

Phone & Internet still out @ 5:45p, called Chris
° checked router model #, asked if ~~Bus/Cable~~ rural area, phone # to reach at
don't know what all he did, lot of work in background w/ little talking

Possible Thursday this week 6/22, possibly Weds

Tix #: 1277126

6/21 Weds 6:00p
Phone gives busy signal → can use
Still no internet (red light after shut down pwr on)

cont on back

$\frac{3}{10}$ ft $\frac{12 \text{ in}}{1 \text{ ft}} = \frac{3}{5} \cdot 6$ $\frac{18}{5} \sim 3.6''$

$3\frac{3}{5}$ 3 $\frac{6}{10}$

6/22 3:00p Phone still no work → busy signal
No internet

↑h 6/22 6:00p Phone works → something about wires messed up, fixed neighbors but not ours.
☹ Still no internet
After cycle (turn off → on) still red lights

6/23 Dad comes Frontier guy. Should be up by end of day.
Something about router not handling "high speed"?
Like router can't handle 12 Mbps speeds.
doesn't seem right

F 6/23 ~~6:00p~~ 4:00p Internet works
New (old?) Router

tech guy said modem + port were bad
- Should be switched over to new system/network next week

Speed test showing 1.4 - 2.4 Mbps

Should get 60Mbps in new one

Th 6/29

Trying to call Frontier to get credit for phone/internet but phone cut out mid call 3x → "click" then busy signal
?? Don't know what happened ??

Called Frontier and got credit | Th 6/29

4 days w/o phone 6/19 - 6/22
5 days w/o internet 6/19 - 6/23

Got credit of $15.00

Th 6/29/17

TIX: 00127912

12noon Internet out. Tried unplug restart. Internet light red.

Called Frontier:

- checking service status + outages

→ not in an outage + service is active

- checking our line next

→ came back weird test result

- getting someone to help her out

- checked firmware, edit my connection. checked account id + put in new password

→ no change

- check router model #

- unplug modem for 3 min

→ internet light still red

Creating a ticket

Ticket # 00127912

appt July 5th Weds

got a call that there was an outage on cellphone after placing the call

(X) Dad found guy at city 26 → they got it fixed 6/30 2pm

omg she is such a sweetheart!

7/25/18

Internet sluggish all day. Multiple speedtest.org results said it was roughly 0.5 - 1 Mbps ↓ / 0.5-1 Mbps ↑.
Left for work @ 3:30p
Got home at 8:00p and red light on modem, no internet

9/23/18

5:55p internet went out
no internet light, DSL light blink
no phone → "check TEL line"

tried turn off/unplug, wait 1 min, plug in modem

same. DSL light blink, no internet, no phone. phone says "check TEL line"

CALLED CUSTOMER/TECH SUPPORT

- Tech had me check lights, unplug + turn off while they check w/ other dept for "type A" or "type B" issue
  - got make/model of modem

lights still same: no internet light, DSL light green + blinking

could be line damage

setting up repair tix

Network not up at all in region (got word from tech)

Next avail tech: Mon Oct 1st
JUST OVER A WEEK noon - 4pm

- Be sure to do daily log -

tix # 1373384

made note it was PHONE + INTERNET out

looks like issue central office → damage
lost phone signal @ end of call ^