

Brian |

Sent : 12:17 PM

When you chat with us, you grant us permission to review your services during the chat to offer you the best value. Your current services will not be affected if you refuse permission by not proceeding with chat. Frontier has the duty to protect your information. This is your right under Federal law. For quality and security purposes, your session is recorded and may be monitored or reviewed.

Sent : 12:13 PM |  
Katie Sherck

Want to discuss ticket #001386157

Brian |

Sent : 12:14 PM

Hello Katie!

Sent : 12:14 PM |  
Katie Sherck

As you will see on my account, we had service scheduled from 8am to 12pm this morning, therefore we took 1/2 day off of work.

Sent : 12:14 PM |  
Katie Sherck

The technician just called at 12:05 and said it was going to be some time before he arrived as he's running a lot late.

Brian |

Sent : 12:14 PM

Hi Katie! My name is Brian and thank you for contacting Frontier FIOS Chat. I see you are chatting in about your ticket, I completely understand your frustrations, I would be more than happy to get that resolved for you today. Before we get started, can I please have your Billing Account Number or the address on the account?

Sent : 12:15 PM |  
Katie Sherck

I want to share my frustration. As you will see on my account, i have called/chatted multiple times. Phone number on account 952-479-1047

Sent : 12:15 PM |  
Katie Sherck

Date of birth 10-15-71 on the account

Brian |

Sent : 12:16 PM

Thank you Katie!

Brian |

Sent : 12:16 PM

In case the chat drops, may I have your best call back number?

Sent : 12:16 PM |  
Katie Sherck

651-295-5993

Brian |

Sent : 12:17 PM

Thank you Katie.

Brian |

Sent : 12:17 PM

How may I assist you?

Sent : 12:17 PM |  
Katie Sherck

I am frustrated. Can you see the chat notes i listed above?

Brian |

Sent : 12:19 PM

Yes Katie I see the notes from your previous chats. Im sorry that you have been having trouble with your system and that the tech will be late. How can I make this better for you?

Sent : 12:20 PM |  
Katie Sherck

At this point, I am at a loss and do not know what to do besides cancel all service and ask for a refund of my money paid in 2018, write a letter of complaint to the BBB, etc. What do you suggest we do? Cancel service? After being on the phone and online so much, and waiting for techs to arrive (and then not arrive) we truly are unable to continue the madness.

Sent : 12:20 PM |  
Katie Sherck

Just trying to document to you one more time in my account, our frustration with our service drops, over and over again.

Sent : 12:21 PM |  
Katie Sherck

And if that's all I'm doing, great. I can call later and ask for payment returns while I cancel all services.

Sent : 12:21 PM |  
Katie Sherck

Brian |

Sent : 12:26 PM

I totally understand you frustrating. I know what it is like to have trouble with your services. The best thing to do I have the appointment. The tech will be able to get you up and running. I know that it has been tough but we want to get this fixed for you.

Sent : 12:27 PM |  
Katie Sherck

okay, the first tech 1.5 weeks ago said it was fixed and it wasn't. We will wait (again) for the next tech to arrive over 1-2 hours late to the scheduled appointment













