

# IT'S YOUR TIME TO SHARE

The Pennsylvania Public Utility Commission (PUC) has scheduled **FOUR PUBLIC INPUT HEARINGS** to gather formal comments from customers frustrated with poor service provided by Frontier Commonwealth telephone company.

## WELLSBORO HEARING

Tuesday, June 6, at 6 p.m.  
Wellsboro Fire Company Annex  
21 East Ave., Wellsboro

## TOWANDA HEARING

**MEETING 1:** Wednesday, June 7, at 2 p.m.  
**MEETING 2:** Wednesday, June 7, at 6 p.m.  
Towanda Fire Department  
101 Elm St., Towanda

## TUNKHANNOCK HEARING

Thursday, June 8, at 2 p.m.  
Triton Hose Company, 116 W. Tioga St., Tunkhannock

People who wish to participate in the upcoming public input hearings are encouraged (but not required) to pre-register with the Office of Consumer Advocate (OCA) prior to the date of the hearing you plan to attend.

Contact OCA by phone at 1-800-684-6560 or by email at [consumer@paoca.org](mailto:consumer@paoca.org). Provide your full name, phone number and email address if you have one. Also indicate at which hearing you wish to testify and if you need an interpreter. Exhibits may also be emailed to OCA.

## Consumer Advocate Tips for Preparing Your Presentation

**Prepare what you want to say in advance.** Feel free to write out your statement and then read it when you are called.

**Speak slowly and clearly.**

**If asked a question, answer it the best you can.** It is okay if you do not know the answer.

**Add your own experience.** As a customer, you have unique information. When you speak, give specific examples to support the issues you address. If other customers have already testified about the same issue, you may still mention it. It will show the issue is not affecting just one person. To help you prepare your comments:

- Collect and review any notes, bills or correspondence, including e-mails and texts, that provide details regarding your service problem and interactions with Frontier.
- Be prepared to describe and separate out whether the service problem is telephone-related, internet-related or both.
- Be prepared to describe how the service quality problem has impacted you and others in your household or business.

If you need more information about the proceeding or about how to participate in the hearings, contact the OCA at 1-800-684-6560 in advance.