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Customers Blast Frontier After Internet Outage

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Customers of Frontier Communications Corp. in Connecticut complained Tuesday about lost internet service that the telecommunications company said was due to a software update.

Gary Chorony, chief executive officer of Connecticut Websites, a Branford website design company, said service stopped at about 2 a.m. After a long wait on the telephone, he was only able to confirm that he paid his bill and that the service outage was due to a technical problem.

Chorony said he could not get connected to a service representative.

"I run my business around the internet," he said. "It's unconscionable."

Spokesman Andy Malinoski said in an email that Frontier apologizes for the service interruption caused by a software update installed overnight in Frontier's network.

"We have corrected the issue with the update. Service is now restored. Customers should not have to reboot their modems," he said.

Chorony and other Frontier customers tweeted their exasperation.

"The current Frontier Internet & TV outages across Connecticut, as well as the ridiculously high prices they and @comcast charge are exactly why cord-cutting has become so popular," he said.

Complaints from customers were similar to what Frontier endured when it bought AT&T's wire line business for \$2 billion in 2014. Customers then complained about lost connections, mostly related to the bundled service formerly known as U-Verse.

Consumers then filed hundreds of complaints with the state Department of Consumer Protection, state attorney general's office and Public Utilities Regulatory Authority.

Frontier offered a \$50 credit for Frontier U-Verse customers.