

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
BEFORE THE IOWA UTILITIES BOARD

**FILED WITH  
Executive Secretary  
June 18, 2014  
IOWA UTILITIES BOARD**

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IN RE

COMPLAINT OF CAROLYN FRAHM

DOCKET NO. FCU-2013-0007

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**CONSUMER COMMENT**

The attached was received on June 14, 2014. Ms. Frahm has asked that it be made a part of the record.

Respectfully submitted,

Mark R. Schuling  
Consumer Advocate

/s/ Craig F. Graziano  
Craig F. Graziano  
Attorney

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OFFICE OF CONSUMER ADVOCATE

**From:** [Carolyn Frahm](#)  
**To:** [OCA Service](#)  
**Subject:** Dismiss?  
**Date:** Saturday, June 14, 2014 8:53:16 PM

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Why am I seeing this motion to dismiss? This situation happened, Windstream blamed Mediapolis and Keosauqua for the calls not being able to go through. When, in fact, they were using insufficient routing to allow the calls to go through.

Thank you.

Carolyn A. Frahm

