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The Shepherd's Mill, Inc is my sole source of income and the difficulties we are having overcoming the Rural connection problems are directly affecting my income.

We have tried having customers report the problems. Most don't as it takes time they don't have. We have tried to gather the information to report on our side but callers don't always know when they tried to call.

Since the problem has only become evident in the last year or so, we have concerns that the steps that have been taken so far have not helped; at least in our area. While our existing customers are loyal enough to contact us in other ways; new customers don't bother to try other methods.

Please help us continue to make our rural business successful by making it easier to report and file complaints.