

BO 129873
Formal Complaint
June 2017

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

FORMAL COMPLAINT

Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

IN THE MATTER OF THE COMPLAINT AGAINST

Everfast Fiber Networks

(Respondent, name of utility company)

by

Lakeview Village, Inc.

(Complainant, your name)

For Commission use only
DOCKET NO.
25-EFNT-343-COM

STATE
CORPORATION
COMMISSION

Please provide complainant (your) contact information:

MAR 06 2025

Full Name(s): Heath Leuck, CFO or Pam Hermon, COO

PUBLIC AFFAIRS

Address:

AND
CONSUMER PROTECTION

Daytime Phone:

E-mail Address (optional):

FORMAL COMPLAINT

Lakeview Village, Inc re: Everfast account

(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:
(Be specific and as brief as possible. If necessary, attach additional sheets.)

On or about February 1st, 2025 Lakeview Village determined a phone outage on campus. This was then reported to Everfast, where Lakeview was first told this would be resolved in a timely manner 48-72 hours. As time went on further during the week of 2/2/2025, Lakeview was told it was a network card down and one was overnighed and the redundancy that they thought existed did not. It was not until approx 2/21/2025 that the majority of the residential services lines were restored. Lakeview continues to experience intermittant line outages and those are promptly reported to Everfast.

This account services approximately 665 residential phone lines purchased under a bulk services agreement.

(Continued on the other side)

Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (*State action or result desired.*)

Everfast to have necessary equipment in place for redundancy should a similar event happen in the future.

Everfast to improve and provide daily communication when an outage does take place.

Everfast provide a guaranteed level of service with 99.99% uptime on the residential phone lines.

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.


Complainant's (your) signature


Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Secretary to the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.