

Boy is Frontier ® Lucky

Boy is Frontier ® Lucky. When I opened my June phone bill, it was a “DOOZY,” and I was in a “TIZZY”. How can this be? It was up \$20.00!! Twenty dollars is one heck of a jump in costs.

To the phone I went to dial their 800 number. I was ready. A recording, of course, tells you to push 1,2,3,4, 5, or 6. Just pick the one you want. I want a person so I push 6. What do I get? I'll tell you what I get, -----the worst music ever!! I am a patient woman, (6 kids and 2 husbands) but 20 minutes of that music was way too much. I have things to do. I'm a busy lady.

That was Friday so I had Saturday, Sunday, and Monday (Memorial Day) to stew about this. On Tuesday, I was ready. Bring on the music. I can wait. We went through the push, push, push routine. I pushed and the music came on, but wait a minute. Is this a real human voice I hear!!! Not a recording? It was a very nice, young man who listened to my tale of woe. But he was nice and I was ready to fight.

He explained the problem and the solution to me very precisely. Plus he took \$24.00 off my bill. Okay, this was way too easy. What about my fight? What about my stewing?

So, there you are. No fuss, no muss, no fight. And I feel vindicated. Like I said, “Frontier ® is lucky.”

Have a very happy and safe 4th of July.

Judy