

PUCWeb Notification (Do.Not.Reply@puc.idaho.gov)To:you [Details](#)
The following complaint was submitted via PUCWeb:

Name: Fredric Quinto
Submission Time: Oct 31 2022 9:55AM
Email: fredricquinto@aol.com
Telephone: 208-772-4765
Address: 8989 N Neufeld Rd
Hayden, ID 83835-8184

Name of Utility Company: Ziplly Fiber Pacific LLC

Contacted Utility: Yes

Comment: "Ziplly Fiber Pacific LLC Management- On March 8, 2022, a Ziplly Fiber Pacific LLC telecom repairman/contractor came to my home at 8989 N. Neufeld Road in Hayden Idaho 83835-8184 to restore service. My telephone had not been working for several days prior to my request for service. He checked the service box next to my house to see if it was working and found that it was fine. He then told me he was already aware of the problem and that it was the main pedestal. He told me that the box needed to come out and that he was not authorized to access the box from either one of two separate access points. I told him I heard that from other repairmen and that they had always squeezed through the tight space between the fences where the box was located for what they all said was a "temporary repair" until the entire system where I live was replaced with a fiber optic network. He then told me that he was not obligated to endanger himself working in that very tight place and that I should notify my landlord. I asked him if he could notify my landlord right then because not having a cell phone or a landline that worked I had no way to contact them. I also relayed to him that I felt this was an emergency because at 83 years of age I needed to be in touch immediately with medical services. He told me he was not obligated to make the call for me. I then told him I would contact Ziplly Fiber to see exactly what was expected of him for this repair call. I would also tell Ziplly Fiber that you informed me that you could not in fact repair my phone service and additionally that you told me that you had no obligation or authorization to make the required repairs. He then became extremely agitated with my comments and said very loudly "that's your choice sir" and left. Approximately 20 minutes later while I was still outside 2 Sheriffs deputy's arrived and told me they received a 911 call that I was behaving strangely and stating that I might be a danger to myself or others. They forcefully grabbed me twisted my arm behind my back and put metal handcuffs on me. Needless to say, I protested loudly at this treatment saying "what are doing, what crime did I commit"? All they told me was that I needed to be examined by a psychiatrist. On the way to the hospital I complained again and again and again that the handcuffs behind my back were too tight and that I was in extreme pain and the deputy said "quit complaining we are almost there". At the Hospital I was put in a room where injured criminals were kept, for 2 days, before being transferred to jail. I repeatedly complained that I was in pain and that my hands were numb and I demanded, several times, to see a lawyer that I felt that I was entitled to. I was told that I was not entitled to a lawyer and that if I don't shut my mouth and cooperate with the procedure I would end up as a ward of the state forever. When the psychiatrist examined me I was terrified to the point that I was trembling with the realization that he had absolute power over me and on a whim he could commit me to an asylum for the rest of my life. After 2 days and 9 hours I was released. Seven months have passed and the ends of all 10 of my fingers are still partially numb. Having served my country I am a veteran with full medical care. The VA doctors told me that considering my age and the nerve damage I may never have full feeling in my fingers again. I am now living in intense fear that the police will arrest me again for a "psychiatric evaluation". I have noticed patrol cars driving past my house and I wonder how many patrol cars have driven by that I have not seen. At the end of April 2022 through a "freedom of information request" I discovered that as soon as the Ziplly Fiber repairman left my residence he made a 911 call to report me as having "Dementia". Furthermore, he asked that he be notified that I had in fact been taken into custody for a mental examination. The record shows that the police called him per his request after my arrest and that he approved. Because of Ziplly Fiber's agent and his vicious act I now have permanent nerve damage to my fingers and I cannot help but wonder if the very reason may be that I am a dark Hispanic person. I am told that abuse of the 911 call system is a crime and I know for a fact that there is a state statue criminalizing false police reports. I have

to assume this Ziplly Fiber agent was aware of his contractual duties and obligation's when responding to a maintenance/work order WHERE HIS ONLY OBLIGATION is to repair and reinstate service to the party designated in the work order. Under the Telephone Customer Relations Rule of the IDAPA 31.41.01 and specifically under Rule 502, Ziplly Fiber Pacific LLC repair personnel, including any contract employees, have a duty to repair services promptly when emergency communications are involved. The service order would have generated a report to the company for service rendered so he could be paid. If an"