



Underground Communications &lt;constructionorange@gmail.com&gt;

**Fwd: Rick Hoff**

1 message

**Rod Dill** <dilltrucking@hotmail.com>  
To: Paula <constructionorange@gmail.com>

Thu, Apr 27, 2017 at 4:46 PM

Rod Dill  
RD Enterprises

Begin forwarded message:

**From:** Weldon Feightner <Weldon.Feightner@vastbroadband.com>  
**Date:** April 26, 2017 at 3:50:44 PM CDT  
**To:** Mark Thorson <Mark.Thorson@vastbroadband.com>  
**Cc:** Jack LeBrun <Jack.LeBrun@vastbroadband.com>, Rod Dill <dilltrucking@hotmail.com>  
**Subject:** Re: Rick Hoff

Rod  
Can you get the ricks and plastic taken care of

Weldon A Feightner

On Apr 26, 2017, at 11:12 AM, Mark Thorson <Mark.Thorson@vastbroadband.com> wrote:

Good Morning

I had the chance to meet with Rick Hoff and the only thing I can see we need to do is get all the dirt out of the rock and put new plastic under it. The damage to the house was caused by something prior to our crew being onsite and Rick agreed with me. Let me know if you need me to proceed with anything.

Thanks

Mark

**From:** Weldon Feightner  
**Sent:** Monday, April 24, 2017 10:20 AM  
**To:** Mark Thorson <Mark.Thorson@vastbroadband.com>  
**Cc:** Jack LeBrun <Jack.LeBrun@vastbroadband.com>  
**Subject:** RE: Rick Hoff

Mark

Please follow up with this customer and see what the deal is.....

Weldon A Feightner

**Regional VP Ops**

<image001.png>

O 605-721-2052

C 850-527-1180

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**From:** Rod Dill [mailto:dilltrucking@hotmail.com]  
**Sent:** Monday, April 24, 2017 9:17 AM  
**To:** Weldon Feightner <Weldon.Feightner@vastbroadband.com>  
**Subject:** Re: Rick Hoff

I do not have anyone to look, I was sent pictures that does not show any damage caused by a bury crew, sub would not tell the contractor what he wanted to settle the dispute, without some sort of request how can this be satisfied. This whole thing seems really strange to me I was on the phone with contractor when the neighbor came to the truck stating that if they had cut his sprinkler they would need to fix it, but then stated it was not cut but just wanted to tell them if they had cut it there would be trouble, with all the drops that has been placed in the last weeks this being the only complaint and to be escalated to this degree is confusing.

Rod Dill

RD Enterprises

On Apr 24, 2017, at 9:55 AM, Weldon Feightner <Weldon.Feightner@vastbroadband.com> wrote:

Rod

Do you have someone that will investigate this ( other than the guy that did the work) or do I need to have Mark do it and if he determines the customer is correct we will just bill Prestige.....?

Weldon A Feightner

**Regional VP Ops**

<image001.png>

O 605-721-2052

C 850-527-1180

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**From:** Mark Thorson  
**Sent:** Monday, April 24, 2017 8:51 AM  
**To:** Weldon Feightner <[Weldon.Feightner@vastbroadband.com](mailto:Weldon.Feightner@vastbroadband.com)>  
**Subject:** Rick Hoff

Good Morning Weldon

I received a call Saturday from Rick Hoff, our drop contractors showed up at his house Saturday morning. They told him they didn't do anything to his house and he is crazy. They also told him all the dirt they left on top of his new rock would settle down, he told them he used to be a landscaper and it will not settle down with the amount they left on top. He does not want these guys coming back to his house he said I'm pretty sure he was on drugs. I told Rick it will be taken care off one way or another. How would you like me to proceed with this customer?

Thanks

Mark