



Rock Creek - Cell Phone Coverage

**Bad Internet? Poor Cell Service?
Help us do something about it!**

If you're tired of the poor reception here at Rock Creek, then we need your help to get AT&T and Frontier to recognize our needs. There is strength in numbers, and we can't do this without your help! Here is what you can do:

Download their free "Mark the Spot" App - Provide feedback on your network experience. AT&T utilizes this feedback to better target network optimization and enhancements. Problems are clustered together to highlight areas for investigation.

To report a dropped call or network issue on the App:

1. Open the AT&T Mark the Spot app on your device.
2. Select Where Did It Happen.
3. Select What Happened.
4. Select Where Were You.
5. Select Submit.
6. If you're unable to connect to the network, Save your report.
7. Saved reports display as a red pin on the map.
8. When your device connects to the network, submit your report.
9. You get a free text message when we receive your report.

Take it to Social Media - Write about your issues on AT&T's and Frontier's Official Pages

1. [www.Facebook.com/ATT/](https://www.facebook.com/ATT/) or Tweet them @ATT and @ATTCares
2. [www.Facebook.com/FrontierCorp/](https://www.facebook.com/FrontierCorp/) or Tweet them @AskFrontier and @FrontierCorp

Contact Frontier directly - Report the poor connection at Rock Creek

1. 1-800-921-8101 - National Number for Residential Customer Service
2. 1-800-239-4430 - National Number for Residential Technical Support

Message Frontier's "Office of the President"

1. Go to [Frontier.com/office-of-the-president-form](https://frontier.com/office-of-the-president-form)
2. Fill the form out in its entirety and submit it to the site. Someone from the "Executive Customer Care" team will contact you directly to discuss the issue.