

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of
Wyndee Hansen, dba Hole N' The Rock, Inc.
against Frontier Communications

DOCKET NO. 15-041-02
SCHEDULING ORDER: MOTION TO
EXTEND STAY

ISSUED: February 11, 2016

On January 6, 2016, this docket was stayed in order to allow Frontier Communications (Frontier) time to resolve the service issues set forth in the formal complaint of Wyndee Hansen, dba Hole N' The Rock, Inc. (Ms. Hansen). As of January 6, 2016, Frontier had represented that it would resolve the issues no later than January 31, 2016.

Under the order of stay, Frontier was given a February 8, 2016 deadline to "file in this docket a report stating the steps the company has taken to resolve Ms. Hansen's service issues and the degree to which those issues have been corrected." The Public Service Commission received Frontier's report on February 9, 2016.

In its report, Frontier represents that the company has not been able to complete the project. Frontier also states that it remains committed to resolving Ms. Hansen's service issues and requests that the complaint be stayed indefinitely.

The presiding officer now issues the following scheduling order on Frontier's motion:

1. Ms. Hansen may file a response no later than **Monday, February 22, 2016**.
2. If Ms. Hansen files a response, Frontier may file a final reply no later than **the fifth business day** following the date on which the response is filed.

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DATED at Salt Lake City, Utah, February 11, 2016.

/s/ Jennie T. Jonsson
Administrative Law Judge

Attest:

/s/ Gary L. Widerburg
Commission Secretary
DW#271764

CERTIFICATE OF SERVICE

I CERTIFY that on February 11, 2016, a true and correct copy of the foregoing was served upon the following as indicated below:

By U.S. Mail:

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