

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

Formal Complaint of SRR Partners, LLC d/b/a
Sorrel River Ranch Resort & Spa against
Frontier Communications

DOCKET NO.: 19-041-01

FRONTIER'S ANSWER TO FORMAL COMPLAINT

Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah (“Frontier”) hereby responds to the Public Service Commission of Utah’s (“Commission” or “PSC”) Notice of Filing and Comment Period, and states for its answer to the above-captioned formal complaint the following.

FACTS

1. In December 2018, Frontier installed a new radio network to upgrade service, enhance reliability and expand broadband access to Castle Valley, Utah.
2. This upgrade included new hardware at the Bald Mesa radio site and in the Moab and Castle Valley central offices.
3. Frontier experienced technical challenges with the new radio network, resulting in intermittent service interruptions that caused frustration and concerns.
4. Frontier technicians conducted troubleshooting, implemented multiple software fixes, and made hardware adjustments but were unable to completely resolve the interruptions until March 21, when the faulty radio was replaced and the system stabilized.
5. The troubleshooting and resolution process for radio systems is by necessity methodical and is sometimes lengthy.

6. In addition, Frontier work in the field was impeded by severe snow and unsafe conditions that delayed repairs by limiting access to the radio equipment, which is installed in rugged terrain miles off a main highway.
7. Prior to this week, crews tried to get to the location with a snow cat and the vehicle became stuck in the unusually large snow drifts and had to turn back.

CONTRACTUAL REQUIREMENTS AND AFFIRMATIVE DEFENSES

8. Frontier will implement courtesy service credits in accordance with its tariffs¹ and terms and conditions of service² for customers whose phone service was disrupted and will be in contact with those affected.
9. Frontier's terms and conditions of service constitute the contract for service with the Complainant.
10. The Complainant accepted Frontier's terms and conditions of service by ordering and using Frontier services.
11. Frontier's terms and conditions of service specifically exclude other damages demanded by the Complainant.³
12. Frontier additionally requests that this complaint and any others concerning this particular radio network be dismissed as moot, now that repairs and replacements have restored service.

¹ http://cfapps.ftr.com/crtf/tariffs/u/46/UT/local/Local_Tariff_UT.pdf

² <https://frontier.com/~/media/corporate/terms/general-terms-business.ashx?la=en>

³ Id., Section 5.e.: "IN NO EVENT WILL FRONTIER OR ITS AFFILIATES BE LIABLE FOR ANY LOST PROFITS OR BUSINESS OPPORTUNITIES, OR FOR ANY OTHER SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF."

WHEREFORE, Frontier requests that the Commission dismiss this formal complaint for the reasons set out above.

RESPECTFULLY SUBMITTED this 22nd day of March, 2019.

Citizens Telecommunications Company
of Utah d/b/a Frontier Communications of
Utah
Name of Party



Signature on Behalf of Party

George Baker Thomson, Jr.
Name of Signer

Associate General Counsel/Assistant
Secretary

Title of Signer

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Designated Email for Party

Copies of the foregoing mailed/delivered/mailed this 22nd day of March, 2019, to the 13 persons/entities identified on the attached service list, consisting of four (4) pages.



Signature of Sender

Shannon Lipp

Name of Sender

Legal Assistant

Title of Sender

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I CERTIFY that on February 28, 2019, a true and correct copy of the foregoing was served upon the following as indicated below:

By Electronic-Mail:

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Shannon Lipp
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