



Cynthia Dumas <cdumas@utah.gov>

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## Sorrel River Ranch Complaint Follow up

3 messages

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**Erhart, Carl** <carl.erhart@ftr.com>  
To: Cynthia Dumas <cdumas@utah.gov>

Tue, Mar 19, 2019 at 4:06 PM

Cynthia,

As a follow-up to our conversation, here is a summary of the background and current status of the intermittent service issues in the Castle Valley area. This winter, Frontier Communications installed a new radio network to upgrade service, enhance reliability and expand broadband access to Castle Valley, Utah. This included new hardware at the Bald Mesa radio site and Moab and Castle Valley central offices. Regrettably, we have experienced technical challenges resulting in intermittent service interruptions that have caused frustration and concerns. Frontier technicians have conducted troubleshooting, implemented multiple software fixes and hardware adjustments but have been unable to resolve the interruptions. For this, we apologize to our customers and the community.

The troubleshooting and resolution process for the new system are by necessity methodical and sometimes lengthy. In addition, our work was delayed by severe snow and unsafe conditions that have further delayed us by limiting our access to the equipment, which is installed in rugged terrain miles off a main highway. Crews have tried to get to the location with a snow cat and the vehicle became stuck in the unusually large snow drifts. We want our customers and the community to know we are working on a next level technical solution that we expect will resolve the issue by the end of this week. As a backup plan, we intend to replace major components, if necessary, by the end of the following week, March 29. The equipment is ordered and being shipped to be available on-hand, if needed.

We are also implementing courtesy service credits for customers whose phone service was disrupted and will be in contact with those affected. Every single customer is important and one displeased or out-of-service is one too many. Frontier is committed to our customers and the Utah communities we serve.

We will provide updates on the status of a permanent resolution. If you have any questions or need additional information, please give me a call.

Sincerely,

Carl E Erhart

VP-Regulatory & Gov't Affairs

Frontier Communications

(O) 972-399-2403 | (M) 214-673-0534

[carl.erhart@ftr.com](mailto:carl.erhart@ftr.com)

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**Cynthia Dumas** <cdumas@utah.gov>  
To: "Erhart, Carl" <carl.erhart@ftr.com>

Thu, Mar 21, 2019 at 10:41 AM

Hi Carl,

Sorry for the delay response regarding your update for this complaint. I appreciate you sending me this information, please let me know whether the issues get resolved by this week or not.

Thank you,  
**Cynthia Dumas**  
Office Specialist II  
Division of Public Utilities  
Office (801) 530-7622  
*Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday*

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**Cynthia Dumas** <cdumas@utah.gov>  
To: "Erhart, Carl" <carl.erhart@ftr.com>

Mon, Mar 25, 2019 at 9:24 AM

*Good Morning Carl,*

I hope you're having a good day so far. I listened to the voicemail you left and I am so happy to hear Frontier was able to fix the issue? Are the services for Castle Valley customers still working correctly?

Thank you,  
**Cynthia Dumas**  
Office Specialist II  
Division of Public Utilities  
Office (801) 530-7622  
*Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday*

On Tue, Mar 19, 2019 at 4:06 PM Erhart, Carl <carl.erhart@ftr.com> wrote:  
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