

- 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 UPDATE

On March 28, 2019, Presiding Officer Michael J. Hammer issued an Order requiring Frontier to explain the extent to which the technical challenges described in Frontier's answer have impacted Frontier's service to customers, continue to impact its service to customers, and Frontier's efforts to address the problems. Frontier's response is below, and also updates Mr. Erhart's email mentioned in the DPU Action Request Response of March 29, 2019.

1. As previously reported, Frontier installed a new radio at the Bald Mesa site on March 21, 2019, which (among other things) increased the signal strength of the system. Since that time, Frontier service has significantly improved.

2. The technical challenges with this system are common to many radio networks deployed into underserved and unserved rural areas. In this instance, Bald Mesa is a particularly remote and rugged location, and wintertime access is often challenging, requiring the use of a tracked snow cat vehicle to conduct repair, maintenance, or upgrades. At times, as during the first two weeks of March 2019, snow drifts prevent even a tracked vehicle making it to the site.

3. Radio systems are also significantly more sensitive to weather interference than cable networks. Line-of-Sight radio systems, such as the one deployed here, are subject to "rain fade" due to moisture in the atmosphere.¹

¹[https://en.wikipedia.org/wiki/Radio_propagation#Direct_modes_\(line-of-sight\)](https://en.wikipedia.org/wiki/Radio_propagation#Direct_modes_(line-of-sight))

4. Frontier acknowledges that until the radio was replaced, customers suffered significant interruptions in service. Network availability during the period December 18, 2018 until the radio was replaced March 21, 2019 was estimated by local management at 50%.

5. Frontier will credit all customers served by this radio system an amount equal to the monthly charges for service those customers paid for December 2018, January 2019, February 2019, and March 2019. Because these credits will likely require manual intervention, it may take two to three billing cycles for those credits to post to customer accounts.

6. To the extent that any customers served by this radio system suffer significant outages during the month of April 2019 and beyond, Frontier will credit their account for those months as well.

7. Frontier continues to closely monitor and adjust the network to improve its quality of service.

RESPECTFULLY SUBMITTED this 12th day of April, 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.

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I CERTIFY that on April 12, 2019, a true and correct copy of the foregoing was served upon the following as indicated below:

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