

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

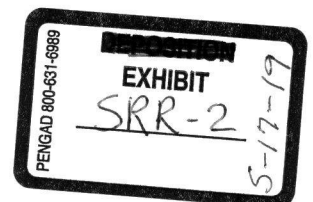
Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications	<b>Docket No. 19-041-01</b>  Frontier Communications Responses to SRR Partners, LLC's First Set of Data Requests
---	--

Citizens Telecommunications Company of Utah, doing business in Utah as Frontier Communications of Utah ("Frontier"), in the above-captioned docket, submits the following objections and responses to SRR Partners, LLC's ("SRR") first set of data requests.

**GENERAL OBJECTIONS**

1. Frontier objects to each and every Data Request, as well as to each definition and instruction, to the extent it seeks to impose requirements or obligations on Frontier beyond, in addition to, or different from those imposed by federal law, Utah law or agency rules, or the Utah Rules of Civil Procedure.

2. Frontier objects to each and every Data Request to the extent it seeks documents or information protected from discovery by the attorney-client privilege, the work-product doctrine, the community of interest doctrine, a joint defense agreement, or any other applicable privilege, immunity, or doctrine. Frontier also objects to each and every Data Request to the extent it seeks information for which Frontier owes a duty of confidentiality or non-disclosure to a third party in the absence of an appropriate order. Pursuant to this objection, Frontier specifically reserves the right to request the return of such documents or information, without prejudice to any claim of privilege, in the event any such document or information is inadvertently produced. Nothing contained in these responses is intended to be, or in any way constitutes, a waiver of any such applicable privilege, immunity, or doctrine.



3. Frontier objects to each and every Data Request to the extent it is overbroad, unduly burdensome, and/or not reasonably calculated to lead to the discovery of admissible evidence. In particular, and without limitation, Frontier objects to each and every Data Request to the extent it seeks documents or information beyond the relevant subject matter, geographic or temporal scope of this proceeding.

4. Frontier objects to each and every Data Request to the extent it seeks documents or information beyond Frontier's knowledge, possession, custody or control.

5. Frontier objects to each and every Data Request to the extent it seeks documents or information that, by reason of filing with public agencies or otherwise, are in the public domain or are as accessible to the requestor as they are to Frontier.

6. Frontier objects to each and every Data Request to the extent it is vague or ambiguous, and to the extent it seeks documents or information not identified with reasonable particularity.

7. Frontier objects to each and every Data Request to the extent it seeks documents or information not collected or maintained by Frontier in the normal course of business including, but not limited to, documents or information that would require Frontier to undertake special studies or analysis, or to convert data in an existing format to another.

8. Frontier objects to each and every Data Request to the extent it seeks documents or information on services or business activities not subject to the jurisdiction of the instant agency, from an entity not subject to the jurisdiction of the agency and/or not related to the entities and assets that are the subject of this request. Frontier also objects to any Request for Production to the extent it would require the Company to produce personal information protected

by the Customer Proprietary Network Information (CPNI) rules promulgated by federal law and the Federal Communications Commission.

9. Frontier expressly reserves the right (but does not undertake any obligation) to supplement, revise, amend, correct, clarify, or otherwise modify its responses at any time. Frontier also reserves the right to assert any other applicable objections to these Request for Production, and to object to any others relating to the subject matter of its responses.

### **RESPONSES AND SPECIFIC OBJECTIONS TO DATA REQUESTS**

**1-1.** Please provide a copy of records of all customer trouble reports Frontier has received over the two most recent years from customers served by Frontier's network facilities that serve SRR and the community of Castle Valley. Provide the date and time reported, any internal codes used to identify problem areas such as cause codes and disposition codes, date and time the trouble was cleared, and any other relevant information collected on each individual trouble report.

**Response:** **Frontier objects to this data request to the extent that it requests Customer Proprietary Network Information (CPNI) regarding customers other than SRR, and to the extent it is overbroad, unduly burdensome, and/or not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding and without waiving those objections, Frontier states: See Exhibit 1.1 attached hereto, which is a copy of trouble reports from SRR for the past ten years. See also Exhibits 1.2 below.**

**1-2.** Please provide a copy of the complaints that have been filed against Frontier at the Public Service Commission of Utah (PSC) over the two most recent years from customers served by Frontier's network facilities that also serve SRR. This includes complaints from customers in Castle Valley and Professor Valley. Please include records of both formal and informal complaints.

**Response:** **Frontier objects to this data request to the extent that this information is publicly available from the UT PSC and is therefore equally available to the complainant. Notwithstanding and without waiving that objection, Frontier states: See also Exhibits 1.2 and 1.3 attached hereto.**

**1-3.** Please provide a copy of the record of all outages over the two most recent years recorded by Frontier's software on the network facilities that serve SRR, Castle Valley, and Professor Valley.

**Response:** **See Exhibit 1.3 attached hereto.**

1-4. Please indicate if Frontier's network software records momentary service interruptions that cause calls to be dropped but would not be considered a service outage. If the response is yes, please provide a record of all momentary service interruptions on Frontier's network facilities serving SRR, Castle Valley, and Professor Valley for the most recent two years.

**Response: Frontier's systems do not routinely record momentary (in seconds) service outages. Frontier's reporting requirements generally require the Company to track service interruptions greater than 30 minutes, and are also dependent on the number of customers affected.**

1-5. Please provide a copy of the records of all service visits Frontier has made to SRR during the two most recent years.

**Response: Frontier has made only one dispatched service visit to SRR in response to a trouble ticket in the past 12 months. There were an additional 6 technician visits made in response to Owner and/or Managing Director emails over the past 5 months. Frontier has committed to an on-site meeting at SRR on Friday, May 10. A copy of the dispatched service visit record is attached as Exhibit 1.5.**

1-6. Please provide copies of all invoices from Frontier to SRR for service showing all charges and credits for the two most recent years.

**Response: See Exhibit 1.6 attached hereto.**

1-7. During the technical conference held in this docket April 30, 2019, a representative of Frontier stated there is no fiber in the network facilities serving SRR and that SRR is served by a five-mile twisted copper pair of wires. Please indicate how many repeaters are on that copper line and what other measures, if any, Frontier has taken to improve the service to SRR over the two most recent years.

**Response: Please see the diagram in Frontier's response (Exhibit 1.11) to data request 1-11 below.**

1-8. Please provide the dollar amount Frontier expended to replace the radio December 18, 2018 serving Castle Valley and Professor Valley. Please provide the dollar amount Frontier expended to replace the radio again March 20, 2019.

**Response: Project: 5229834  
Moab to Bald Mesa Link  
Total Direct \$93,275.46  
Total Loaded \$97,543.94  
T3 Labor and Material \$88,905.86**

**Project: 5229835**

**Bald Mesa to Castle Valley Link**  
**Total Direct \$100,920.06**  
**Total Loaded \$105,555.48**  
**T3 Labor and Material \$88,905.86**

**1-9.** Please indicate the location from which Frontier dispatches a service technician when there is trouble with the radio serving Castle Valley and Professor Valley.

**Response:** **Generally, from a Frontier facility in Moab, about a 30-40 minute drive from Sorrel River Ranch.**

**1-10.** Other than the two radio replacements itemized in Request 1-8, please provide a copy of the records of all expenditures Frontier has made over the most recent three years to upgrade the network facilities serving SRR.

**Response:** **To date, Frontier has not identified expenditures outside of those listed elsewhere in these responses. Frontier continues to search its records to determine if any equipment in the Moab central office that supports this network has been replaced or upgraded, and will produce those records if any are located.**

**1-11.** Please provide an illustration of the architecture of the network facilities serving SRR, Castle Valley, and Professor Valley showing the radio installed March 20, 2019 and the five-mile copper wire to SRR.

**Response:** **See Exhibit 1.11 attached hereto.**

**1-12.** Please explain why Frontier has not tried to obtain funds from the state Universal Service Fund to upgrade the network facilities serving SRR, Castle Valley, and Professor Valley. If Frontier's answer is that it does not qualify for state Universal Service Funds, please explain in detail why Frontier does not qualify for state Universal Service Funds.

**Response:** **Eligibility for State High Cost Universal Service Fund Support is determined by the PSC, which is now based on an annual DPU analysis and recommendation. Citizens Telecommunications Company of Utah (CTC of Utah) has not received any state High Cost USF support since the first quarter of 2007.**

**1-13.** Please explain Frontier's two-year plan to upgrade the network facilities serving SRR, Castle Valley, and Professor Valley.

**Response:** **Frontier objects to this data request to the extent that it calls for speculation regarding Frontier's future plans. Requests for information on or speculation about future plans, forecasts, estimates and the implications and ramifications of such plans and forecasts are not reasonably calculated to lead to the discovery of relevant and admissible evidence in this proceeding.**

**Frontier's plans routinely evolve in response to a wide variety of business, operational, regulatory, technological and other factors and may change accordingly. Notwithstanding and without waiving those objections, Frontier states: See Exhibits 1.13.1, 1.13.2, and 1.13.3 attached hereto.**

**1-14.** Please indicate if Frontier is regulated as a price-cap carrier at the Federal Communications Commission (FCC). If Frontier is not regulated as a price-cap carrier by the FCC, please indicate how they are regulated by the FCC.

**Response: CTC of Utah is regulated as a price-cap carrier by the Federal Communications Commission.**

**1-15.** Please indicate if Frontier is regulated as a rate of return carrier by the PSC. If Frontier is not regulated as a rate of return carrier by the PSC, please indicate how they are regulated by the PSC.

**Response: CTC of Utah is regulated as a rate of return carrier by the PSC.**

**1-16.** Please provide a copy of the rates Frontier is charging its customers for business telephone lines and internet in Castle Valley and Professor Valley under tariff or contract.

**Response: Frontier's rates, terms and conditions for business telephone lines are listed in its tariff. Below is a link to the CTC of Utah tariff. [http://tariffs.citizenscommunications.com/crtf/tariffs/u/46/UT/local/Local\\_Tariff\\_UT.pdf](http://tariffs.citizenscommunications.com/crtf/tariffs/u/46/UT/local/Local_Tariff_UT.pdf). The base rate for business local exchange network access service is \$23.00.**

**The rates, terms and conditions of Frontier's business internet services can be found on its website. <https://business.frontier.com/>.**

**It is Frontier's understanding that SRR has a copy of the Frontier Service Agreement SRR executed in February 2019.**

Submitted on behalf of Frontier this 9th day of May, 2019.



---

George Baker Thomson, Jr.  
Associate General Counsel  
Frontier Communications  
1800 41<sup>st</sup> Street  
Everett, WA 98203  
425.261.5844  
george.thomson@ftr.com