

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications	<u>DOCKET NO. 19-041-01</u>
Formal Complaint of Jayne Dillon May against Frontier Communications	<u>DOCKET NO. 19-041-02</u>
Investigation of Citizens Telecommunications Company of Utah dba Frontier Communications of Utah	<u>DOCKET NO. 19-041-04</u> <u>ORDER AND ACTION REQUEST</u>

ISSUED: June 28, 2019

The above referenced dockets — Nos. 19-041-01 (“Sorrel Docket”); 19-041-02 (“May Docket”); and 19-041-04 (“Investigation Docket”) — all arise out of concerns with Frontier Communications’ (“Frontier”) quality of service in or around Castle Valley, Utah. The Public Service Commission (PSC) has consolidated proceedings in the Investigation Docket and the May Complaint.

INVESTIGATION DOCKET: ORDER GRANTING REQUEST FOR LEAVE, ACTION REQUEST TO THE DIVISION OF PUBLIC UTILITIES, AND REQUEST FOR PROPOSED SCHEDULE

On June 21, 2019, the Office of Consumer Services (OCS) filed a Request for Leave to File a Reply to Frontier’s Response to the OCS’s Request for Agency Action (“Request for Leave”) and Proposed Reply. Good cause appearing, the Request for Leave is granted.

The Request for Leave represents the Division of Public Utilities (DPU) has undertaken an undocketed investigation into the issues for which the OCS seeks an investigation here. The PSC requests the DPU apprise the PSC of the status of the DPU’s investigation on or before **Monday, July 8, 2019**. The PSC further requests the DPU and the OCS, jointly or independently, submit a proposal as to the appropriate process and schedule for adjudicating this

Investigation Docket on or before the same date, **Monday, July 8, 2019**. Frontier may submit comments with respect to such proposal(s) on or before **Monday, July 15, 2019**.

SORREL DOCKET: THE PSC DIRECTS SORREL TO PROVIDE AN UPDATE AS TO WHAT ADDITIONAL PROCESS SORREL BELIEVES IS REQUIRED TO RESOLVE ITS COMPLAINT

At the Scheduling Conference the PSC held on June 4, 2019, Sorrel requested its complaint not be consolidated, at that juncture, with the Investigation and May Dockets. Sorrel represented it believed additional process is required to resolve its complaint, and Sorrel and Frontier agreed to meet and confer as to what additional process will be required. The PSC directs Sorrel to file an update as to the additional process it requests on or before **Monday, July 15, 2019**.

DATED at Salt Lake City, Utah, June 28, 2019.

/s/ Michael J. Hammer
Presiding Officer

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#308918

CERTIFICATE OF SERVICE

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

By Electronic-Mail:

Dave Ciani, Managing Director (managingdirector@sorrelriver.com)
Elizabeth Rad, Owner (erad237@gmail.com)
Joerg Limper, General Manager (gm@sorrelriver.com)
Joshua Schaeffer, Operations Director (operationsdirector@sorrelriver.com)
Becky Oxner, Accounting Manager (accounting@sorrelriver.com)
Sorrel River Ranch

Stephen F. Mecham (sfmecham@gmail.com)
Stephen F. Mecham Law

Jayne Dillon May (ejdillon@frontiernet.net)

Robin J. Toso-Condon (robin.j.toso-condon@ftr.com)
Leslie Zink (leslie.zink@ftr.com)
Frontier Communications

Patricia Schmid (pschmid@agutah.gov)
Justin Jetter (jjetter@agutah.gov)
Robert Moore (rmoore@agutah.gov)
Steven Snarr (stevensnarr@agutah.gov)
Assistant Utah Attorneys General

Madison Galt (mgalt@utah.gov)
Division of Public Utilities

By Hand-Delivery:

Office of Consumer Services
160 East 300 South, 2nd Floor
Salt Lake City, UT 84111

Administrative Assistant