



PublicService Commission &lt;psc@utah.gov&gt;

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## Frontier Poor performance

1 message

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**Bushore, Trae** <tbushore@sanjuancounty.org>

Fri, Oct 2, 2020 at 9:53 AM

To: psc@utah.gov

To whom it may concern,

My name is Trae Bushore. I am the IT manager for San Juan County Utah. I have been working for the county for about 7 months now. For many years Frontier communications has been the primary telephone communications for the county. In the time that I have worked for the county Frontier has gone down at least 6 times in a 3 week period. They have been so unreliable, expensive, and outdated that the county has had to see other providers.

Frontier has a really bad reputation in this area for being unreliable not only for their phone but for their internet. As a public safety provider we must have our phone service. We have moved both our 911 service and our normal phone line service away from Frontier. I ask that Frontier be removed as the carrier of last resort and that Emery Telcom be put in place as the carrier. Emery has been incredibly proactive in updating their service and providing the best service possible. Frontier on the other hand has not updated their equipment in decades and can not even provide a consistent phone line.

Thank

Thank you,  
Trae Bushore  
IT Director/Manager  
San Juan County IT  
435-587-3223 Ext. 4130

