

Frontier Communications

Complaint Number: 5662

Company Code: n/a

Customer Name: Susan Hilliard

Phone: 435-259-5680

CBR : 206-724-3394

Frontier has received the following complaint :

Frontier Communications (Frontier) has failed to restore landline service after service was interrupted years ago. I have repeatedly requested that Frontier restore landline service to the property, including in two recent letters dated April 14, 2015 and April 30, 2015, but Frontier has continually refused to restore landline service or provide a justification for its continued failure.

SUGGESTED RESOLUTION: Prompt restoration of landline service.

Frontier has investigated the above statements and offers the following response:

Our records reflect that Ms. Hilliard established service with telephone number 435-259-5680 on March 5, 2007. A review of the account found that on October 3, 2009 Ms. Hilliard reported that a flood had knocked down her telephone pole and she had no dial tone for two weeks. Trouble ticket #591694 includes technician notes reflecting that the flood had washed away the pole; engineering was aware; and a temporary line was run to restore service. A credit in the amount of \$25.29 was applied to the customer's account for one month of service. Ms. Hilliard requested to disconnect service on September 22, 2010.

Ms. Hilliard only resides at this location a few months each year. She was/is served by approximately 4 to 5 miles of open wire, a very old technology, that is highly susceptible to weather, and storms took out 2 to 3 poles as well as the wire attached. At the time, service was temporarily restored by laying a drop wire on the ground but that too went out of service shortly thereafter following more storms. Since that time, the customer has been in contact with us on and off inquiring about when service might be restored. She is the only customer served by these facilities and the estimated repairs are \$80,000.

The cost is too expensive to justify repair especially since the technology is so outdated, serves only one customer, and new right-of-way agreements will likely need to be obtained as well. Citizens Telecommunications Company of Utah Local Tariff reflects the following information (copy attached):

A3 **Obligation to provide service**

B1 **The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.**

Under Tariff Schedule No. A-2 Outside Plant Facilities, the customer/applicant has the option to request Frontier to construct these new facilities; however, the customer would be responsible for most of the cost.

As an alternative, Frontier recommends the customer purchase a less costly satellite service option currently provided by Frontier.

May 28, 2015 3:51pm I contacted Ms. Hilliard and reviewed the response with her. She stated due to the monthly expense she probably would not go with the satellite service since she is only there a few months out of the year. She thanked me for calling.

Frontier Specialist: Barbara Saunders

Department: Consumer Relations

Telephone Number: 877 433 3806 ext. 4194

Fax Number: 585 262 9505

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A2 APPLICATION OF BUSINESS AND RESIDENCE RATES

B1 Business or residence classification of customer service (as distinguished from public telephone service) is determined by the character of use to be made of the service.

B2 Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

(D)
|
(D)

B3 Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

B4 When it is determined that a customer's residence service is primarily or substantially using the service in such a manner that it should be reclassified as business service under the above provisions, the utility will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

(C)
(C)

A3 Obligation to provide service

B1 The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.

A4 Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.