

<p>2015-05-28T23:23:23</p>	<p>The cost is too expensive to justify repair especially since *** *FREE ***the technology is so outdated, serves only one customer, and new right-of-way agreements will likely need to be obtained as well. Provided copy and reference of tariff.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.Barbara Saunders/west consumer relations</p>		<p>BXS949</p>			<p>The cost is too expensive to justify repair especially since *** *FREE ***the technology is so outdated, serves only one customer, and new right-of-way agreements will likely need to be obtained as well. Provided copy and reference of tariff.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.Barbara Saunders/west consumer relations</p>	<p>DPI</p>
----------------------------	---	--	---------------	--	--	---	------------

<p>2015-05-28T23:21:54</p>	<p>REGULATORY COMPLAINT: 052815 182154 BXS94905/28/15 Sent final report to the Utah PSC. Our records reflect that Ms. Hilliard established svc w/ telephone #4352595680 on 03/05/07. A review of the acct found on 10/03/09 she reported that a flood knocked down her telephone phone and she had not for two weeks. TT #591694 includes tech notes reflecting the flood washed away the pole; engineering is aware; and a temp line was run to restore svc. A credit in the amt of \$25.29 was applied to the acct for 1 month svc. Customer requested to disc svc on 9/22/10. 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 adrop wire on the</p>		<p>BXS949</p>			<p>REGULATORY COMPLAINT: 052815 182154 BXS94905/28/15 Sent final report to the Utah PSC. Our records reflect that Ms. Hilliard established svc w/ telephone #4352595680 on 03/05/07. A review of the acct found on 10/03/09 she reported that a flood knocked down her telephone phone and she had not for two weeks. TT #591694 includes tech notes reflecting the flood washed away the pole; engineering is aware; and a temp line was run to restore svc. A credit in the amt of \$25.29 was applied to the acct for 1 month svc. Customer requested to disc svc on 9/22/10. 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 adrop wire on the</p>	<p>DPI</p>
----------------------------	--	--	---------------	--	--	--	------------

	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.						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.	
2015-05-20T00:09:21	REGULATORY COMPLAINT: 051915 190921 BXS94905/18/15 Received Utah PSC Complaint #5662 filed by Susan Hilliard. Nature of complaint: customer states FTR has failed to restore her landline svc after it was interrupted years ago. She has repeatedly requested service with no response and/or justification for the continued failure. Customer wants prompt restoration of landline svc. Barbara Saunders/west consumer relations		BXS949				REGULATORY COMPLAINT: 051915 190921 BXS94905/18/15 Received Utah PSC Complaint #5662 filed by Susan Hilliard. Nature of complaint: customer states FTR has failed to restore her landline svc after it was interrupted years ago. She has repeatedly requested service with no response and/or justification for the continued failure. Customer wants prompt restoration of landline svc. Barbara Saunders/west consumer relations	DPI
2015-05-13T17:5	Account Activity for SUSAN HILLIARD - 4352595680.1	General	Caleb Wilkinson (ccw811)	Caleb Wilkinson	Completed		Account Activity for SUSAN HILLIARD - 4352595680.1	Dynamics

7:50-04:00		Audit					
2010-12-21T19:42:12	REFUND LIST/REFUND \$ - OK 12/21/10 13:42:12 SYSTEM_GEN .41		SYSTEM_GEN			REFUND LIST/REFUND \$ - OK 12/21/10 13:42:12 SYSTEM_GEN .41	DPI
2010-12-15T19:34:31	REFUND LIST/UNDER \$1.00 121510 133431 CME758Write off credit balance under \$1.00....ccote/7047/ccsg		CME758			REFUND LIST/UNDER \$1.00 121510 133431 CME758Write off credit balance under \$1.00....ccote/7047/ccsg	DPI
2010-10-11T18:30:16	MOHAB UT 84532		BL4308R 2			MOHAB UT 84532	DPI
2010-10-11T18:30:16	HC 64 BOX 1905 (Old Address Changed)		BL4308R 2			HC 64 BOX 1905 (Old Address Changed)	DPI
2010-09-23T04:41:32	SO: RO/054560243 09/22/2010 IssBy: 00059613 SldBy: 00059613		SVORD-POST			SO: RO/054560243 09/22/2010 IssBy: 00059613 SldBy: 00059613	DPI
2010-09-22T21:13:53	ADJUSTMENT (NOT TOLL) 092210 161353 JCD213Adjustment made: 09/22/10 16:13:53 JCD213		JCD213			ADJUSTMENT (NOT TOLL) 092210 161353 JCD213Adjustment made: 09/22/10 16:13:53 JCD213	DPI

	Amount = \$ -12.62LOSS OF SERVICE						Amount = \$ -12.62LOSS OF SERVICE	
2010-05-02T18:30:11	CUSTOMER INQUIRY 050210 133011 JCC662working wm/susan inq about pricing to disconnect phone and have turned back onwhen she returns/jcc662/delchat/7011		JCC662				CUSTOMER INQUIRY 050210 133011 JCC662working wm/susan inq about pricing to disconnect phone and have turned back onwhen she returns/jcc662/delchat/7011	DPI
2010-05-02T17:07:53	CUSTOMER INQUIRY 050210 120753 JCC662working wm/susan inq about putting service on hold/adv we do not offer that inher area/jcc662/delchat/7011		JCC662				CUSTOMER INQUIRY 050210 120753 JCC662working wm/susan inq about putting service on hold/adv we do not offer that inher area/jcc662/delchat/7011	DPI
2010-04-02T13:57:44	Scrub:C.31152 4/02/10 8:57:44 Correction for FITV scrub		Scrub31152				Scrub:C.31152 4/02/10 8:57:44 Correction for FITV scrub	DPI
2010-02-17T14:33:30	2010/02/12 8:33:30 ADD S/E Item FITV per Scrub C.030679						2010/02/12 8:33:30 ADD S/E Item FITV per Scrub C.030679	DPI
2009-10-28T20:04:02	ADJUSTMENT (NOT TOLL) 102809 150402 PAA364Adjustment made: 10/28/09 16:03:13 PAA364 Amount = \$ -0.15ONE TIME		PAA364				ADJUSTMENT (NOT TOLL) 102809 150402 PAA364Adjustment made: 10/28/09 16:03:13 PAA364 Amount = \$ -0.15ONE TIME	DPI

	COURTESY CREDIT/VM/CHAT/ALLENP /DELAND/9110						COURTESY CREDIT/VM/CHAT/ALLENP /DELAND/9110	
2009-10-03T21:23:08	ACCOUNT MAINTENANCE 100309 162308 KGG326sw susan, called to see when pole was going to be finish, bc she has not hadservice for 2 weeks. Did give her a credit for one month. Called dispatch tosee if they knew when the service would be back up. told me to fill out atrouble ticket. tt 591614 kgg326/del/8081		KGG326				ACCOUNT MAINTENANCE 100309 162308 KGG326sw susan, called to see when pole was going to be finish, bc she has not hadservice for 2 weeks. Did give her a credit for one month. Called dispatch tosee if they knew when the service would be back up. told me to fill out atrouble ticket. tt 591614 kgg326/del/8081	DPI
2009-10-03T21:15:29	ADJUSTMENT (NOT TOLL) 100309 161529 KGG326Adjustment made: 10/03/09 17:14:48 KGG326 Amount = \$ -25.29ADJ FOR MONTH NOT USEING PHONE B/C THE FLOOD TOOK THE POLE DOWN. KGG326/DEL/8081		KGG326				ADJUSTMENT (NOT TOLL) 100309 161529 KGG326Adjustment made: 10/03/09 17:14:48 KGG326 Amount = \$ -25.29ADJ FOR MONTH NOT USEING PHONE B/C THE FLOOD TOOK THE POLE DOWN. KGG326/DEL/8081	DPI
2008-10-29T04:26:23	SO: CD/063502990 10/28/2008 IssBy: 77777 SldBy: 00000		SVORD- POST				SO: CD/063502990 10/28/2008 IssBy: 77777 SldBy: 00000	DPI
2008-10-	SERVICE ORDER#: 06350299010/28/08 Billing		MISRBT				SERVICE ORDER#: 06350299010/28/08 Billing	DPI

28T16:4 7:45	Address Changed Using Update Window by PLL179					Address Changed Using Update Window by PLL179	
2008-10-27T18:03:03	CUSTOMER INQUIRY 102708 130303 PLL179s/w Susan in ref to her billing cust expl that she just rcvd her dir and hername is not listed expl that the reason is because her bill has a seattle WAaddress expl that I cld update the info Platalladi8028/del		PLL179			CUSTOMER INQUIRY 102708 130303 PLL179s/w Susan in ref to her billing cust expl that she just rcvd her dir and hername is not listed expl that the reason is because her bill has a seattle WAaddress expl that I cld update the info Platalladi8028/del	DPI
2008-10-27T18:00:25	10/27/08 13:00:25 PLL179 SUBSCRIBER INFORMATION MODIFIED		PLL179			10/27/08 13:00:25 PLL179 SUBSCRIBER INFORMATION MODIFIED	DPI
2008-10-27T18:00:25	Billing Address changed.		PLL179			Billing Address changed.	DPI
2007-11-15T11:24:39	Initial authorization Id generated		PGMRAD MIN			Initial authorization Id generated	DPI
2007-11-04T05:14:55	Acct. DOB:41565		ISR21444			Acct. DOB:41565	DPI

Docket No. 15-041-01 Frontier Communication Answer and Motion to Dismiss – Exhibit 1

2007-11-04T05:14:55	C.21444 - Convert Authorized User DOB/SS# and Acct. Holder/Spouse DOB		ISR21444			C.21444 - Convert Authorized User DOB/SS# and Acct. Holder/Spouse DOB	DPI
2007-10-17T22:33:46	CUSTOMER INQUIRY 101707 173346 KWW860101707 0334 TT003622 NDT kwilbur2334wah		KWW860			CUSTOMER INQUIRY 101707 173346 KWW860101707 0334 TT003622 NDT kwilbur2334wah	DPI