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State of Utah
Department of Commerce
Division of Public Utilities

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Director, Division of Public Utilities

MEMORANDUM

DATE: November 05, 2015

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Wright, Customer Service Manager
Erika Tedder, Office Specialist

RE: Wyndee Hansen, dba Hole N' The Rock Inc. v. Frontier Communications
Docket No. 15-041-02

Recommendation: Schedule a Hearing

Complaint History:

On December 2, 2013 and October 8, 2015, Ms. Wyndee Hansen, dba Hole N' The Rock Inc (Complainant) submitted an online informal complaint to the Division of Public Utilities (Division) against Frontier Communications of America, Inc. (Company) regarding an unresolved service dispute.

Complainant states that after two years of repeated requests for repair, the Company promised but failed to provide fiber optic lines to service to her property, which she alleges has regular outages due to "old lines." Complainant claims that the Company provides service to her business, Hole N' The Rock, which includes three stores and a USDA regulated zoo. The phone service is a means for Hole N' The Rock to conduct credit card transactions and access to fire or medical emergency assistance. Complainant claims that regular outages sometimes last for five days at a time, which cause a loss of business of an estimated 500 tourists a day.

Complainant originally filed a complaint with the Division in 2013 that was determined resolved due to an investigation and response from the Company. After an agreed upon discussion between the Company's Area Technical Supervisor with Complainant in

2013, Complainant was informed that her service would be put on a fiber optic line that is running through her property. In 2015, Complainant filed another informal complaint with the Division that the fiber optic line was never installed and the extended service outage problems persist.

Company Response:

Barbara Saunders, the Company's Consumer Relations Specialist, responded to Ms. Wyndee Hansen's informal complaint on October 15, 2015. Ms. Saunders stated, "Because this customer is located in an isolated rural area, Frontier's lines, poles and other equipment are more susceptible to weather and other factors due to the location and age of the plant." Ms. Saunders confirmed that Complainant's service was currently "up and running," and that the Company is planning an upgrade in 2016.

Division Review and Recommendation:

The Division recommends the Public Service Commission (Commission) hold a hearing so that all of the evidence and sworn testimony can be brought before the Commission and evaluated to determine the outage lengths and remedy, if any.

The Commission may further wish to consider to what extent the Telecommunication Act of 1996's Universal Service goals apply to Ms. Hansen's situation, and what remedies might be appropriate.