

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of
Wyndee Hansen, dba Hole N' The Rock, Inc.
against Frontier Communications

DOCKET NO. 15-041-02
ORDER STAYING
ADMINISTRATIVE PROCEEDINGS

ISSUED: January 6, 2016

On November 2, 2015, Wyndee Hansen, dba Hole N' the Rock, Inc. (Ms. Hansen) filed a formal complaint against Frontier Communications (Frontier), a public telecommunications utility.

On December 3, 2015, Frontier filed a motion to dismiss the complaint or, alternatively, to stay further proceedings, representing that the company intended to correct Ms. Hansen's service issues and would do so no later than January 31, 2016.

On December 11, 2015, Ms. Hansen responded to the motion to dismiss, indicating her willingness to stay the administrative proceedings in order to allow Frontier an opportunity to resolve the complaint without hearing. Frontier did not file a final reply on its motion to dismiss.¹

ORDER

Given the foregoing, the Commission stays further proceedings in Docket No. 15-041-02. By **Monday, February 8, 2016**, Frontier shall file in this docket a report stating the steps the company has taken to resolve Ms. Hansen's service issues and the degree to which those issues have been corrected. If Frontier fails to file the report as required, the Commission will lift the stay on its own initiative and set this matter for hearing.

¹ Pursuant to the presiding officer's December 3, 2015 scheduling order on the motion to dismiss, Frontier's response deadline was December 29, 2015.

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If Ms. Hansen disagrees with any representation contained in Frontier's report, or if she remains dissatisfied with her service quality for any reason, she may request that the Commission lift the stay and set this matter for hearing. Ms. Hansen shall make any such request no later than **Wednesday, February 24, 2016**.

If Ms. Hansen verifies that her service issues have been corrected, or if she does not request a hearing following Frontier's report, the Commission will dismiss this docket without further notice or proceeding.

DATED at Salt Lake City, Utah, this 6th day of January, 2016.

/s/ Jennie T. Jonsson
Administrative Law Judge

Approved and confirmed this 6th day of January, 2016 as the Order of the Public Service Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg
Commission Secretary
DW#271260

CERTIFICATE OF SERVICE

I CERTIFY that on the 6th day of January, 2016, a true and correct copy of the foregoing was served upon the following as indicated below:

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