

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of the Formal Complaint of Wyndee Hansen dba Hole N' The Rock Inc. v. Frontier Communications	Docket No. 15-041-02 PROJECT REPORT AND MOTION TO EXTEND STAY
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Citizens Telecommunications Company of Utah, Inc., dba Frontier Communications of Utah, (“Frontier” or “the Company”) respectfully submits this Project Report in accordance with the Public Service Commission of Utah’s (“PSC” or “the Commission”) January 6, 2016 Order in the formal complaint of Wyndee Hansen dba Hole N’ The Rock Inc. (Complainant), and moves the Commission to extend its stay of proceedings regarding this complaint because substantial steps have been taken by Frontier toward completion of the project and the relief sought by the Complainant.

PROJECT REPORT

Frontier began this project on December 2, 2015 when engineers completed the project work order estimate and submitted it for approval. The estimate to purchase and install a fiber-fed TA 1248V Combo unit amounted to \$26,806.51. Following final budget approval for the project by the Engineering and Finance Departments on January 7, 2016, the material necessary to complete the project was ordered from the vendor on January 8, 2016. On January 20, 2016, a portion of the material order was received by Frontier. However, key components needed for the project, including the equipment cabinet, the TA 1248V unit, and batteries were not received. On January 29, 2015 Engineering followed up with Frontier Procurement Specialists to escalate delivery of the remaining material by the vendor. During the week of February 1st, Frontier started construction by pouring the concrete pad the equipment will be placed on. On February 2, 2016, the vendor notified Frontier that a critical component of the project, the equipment

cabinet, had been discontinued and that an alternate solution would be needed. Engineering has been unsuccessful in finding a surplus cabinet unit so is now looking at purchasing a retro-fit kit for a different cabinet type. On February 8, 2016 Frontier contacted the vendor regarding shipping dates and is waiting for a response. Frontier's best estimate at this time is that the remaining material delivery and the provisioning and scheduling of the installation work will take approximately 4-5 weeks. Once the work is begun, actual construction will take approximately 3-4 weeks.

CONCLUSION

Frontier remains steadfast in its commitment to grant Complainant's requested relief, however, as noted above the project has been delayed largely due to circumstances beyond its control. A Company representative has been in frequent contact with Ms. Hansen over the past month and has kept her updated on the status of the project. Frontier respectfully moves the Commission to extend its stay of further proceedings indefinitely, considering it has taken substantial steps toward completion of the project. Frontier is willing to continue to submit monthly status reports to the Commission until the project is completed and the service issues are corrected.

Respectfully submitted this 8th day of February, 2016,



George Baker Thomson, Jr.
Associate General Counsel
Frontier Communications
1800 41st St., N-100
Everett, WA 98203
george.thomson@ftr.com
425-261-5844