



Jennie Jonsson <jjonsson@utah.gov>

**interruption of service to Wyndee Hansen, dba Hole N' the Rock - Docket
15-041-02**

Lee, Kirk <Kirk.Lee@ftr.com>

Thu, Jun 9, 2016 at 2:50 PM

To: Jennie Jonsson <jjonsson@utah.gov>

Cc: Erica Hollar <ehollar@mpslawyers.com>, "i» ĸ hnrock@citlink.net" <hnrock@citlink.net>, "Thomson, George" <george.thomson@ftr.com>, "Giles, Michael" <Mike.Giles@ftr.com>, "Saunders, Barbara" <Barbara.SaundersScaccia@ftr.com>

Ms. Jonsson,

I can confirm that Frontier has complied with the March 17 Order and completed the fiber upgrade of Ms. Hansen's service prior to the April 15th deadline. Ms. Hansen's recent service issue appears to be due to a long distance toll switch outage that is affecting our customers in Utah as well as many other states. Frontier is aware of the problem and is working diligently to correct it.

R. Kirk Lee

Manager - Govt. & External Affairs

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From: Jennie Jonsson [mailto:jjonsson@utah.gov]

Sent: Thursday, June 09, 2016 8:13 AM

To: Lee, Kirk; Saunders, Barbara

Cc: Erica Hollar; i» ĸ hnrock@citlink.net

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