



Jennie Jonsson <jjonsson@utah.gov>

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

Jennie Jonsson <jjonsson@utah.gov>

Fri, Jun 10, 2016 at 8:43 AM

To: "Lee, Kirk" <Kirk.Lee@ftr.com>

Cc: "j hnrock@citlink.net" <hnrock@citlink.net>, "Thomson, George" <george.thomson@ftr.com>, "Giles, Michael" <Mike.Giles@ftr.com>, "Saunders, Barbara" <Barbara.SaundersScaccia@ftr.com>, Erika Tedder <etedder@utah.gov>

Mr. Lee,

Thank you for your response. We have added it to Docket 15-041-02.

Ms. Hansen,

Where Frontier has complied with the Commission's March 17, 2016 order, we consider your original complaint to be resolved. We note that you might experience service interruptions in the future due to weather or other factors, despite being connected to the fiber network. It appears that this is one such interruption. We are therefore treating your June 8, 2016 e-mail as a new complaint, and we have requested that the Division of Public Utilities work with Frontier to ensure that the problem is resolved.

Going forward, if you experience a service interruption, you should alert Frontier and give the company an opportunity to resolve the problem. If you are unable to reach Frontier, or if you are unsatisfied with Frontier's response, you should contact the Division of Public Utilities for assistance. If the Division is unable to effect a solution, you would then have the option to file a new formal complaint with the Commission.

Thank you,
Jennie T. Jonsson
Administrative Law Judge
Public Service Commission of Utah
[Quoted text hidden]