

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications	<u>DOCKET NO. 19-041-01</u> <u>ORDER TO FILE UPDATE</u>
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ISSUED: March 28, 2019

On February 27, 2019, SRR Partners, LLC, d/b/a Sorrel River Ranch Resort & Spa (“SRR”) filed a formal complaint against Frontier Communications (“Frontier”). On March 22, 2019, Frontier filed its Answer to SRR’s Formal Complaint (“Answer”). The Answer explains Frontier experienced “technical challenges” with a new radio network it installed in December 2018, located in SRR’s service area, to “upgrade service, enhance reliability and expand broadband access.” Frontier further explains its “work in the field was impeded by severe snow and unsafe conditions that delayed repairs by limiting access to the radio equipment, which is installed in rugged terrain miles off a main highway.” Frontier represents as of March 21, 2019, “the faulty radio was replaced and the system stabilized.”

On March 25, 2019, SRR submitted a short reply, alleging it continues to experience interruptions in service and asserting the Public Service Commission (“PSC”) should levy penalties against Frontier.

The PSC directs Frontier to file an update with the PSC on or before **Friday, April 12, 2019**. In the update, Frontier shall explain, in additional detail, the extent to which the technical challenges described in the Answer have impacted Frontier’s service to customers, continue to impact its service to customers, and Frontier’s efforts to address the problems. In the interim, Frontier shall exercise all reasonable efforts to comply with its quality of service obligations

DOCKET NO. 19-041-01

- 2 -

pursuant to its tariff, terms of service, and applicable law. *See generally* Utah Code Ann. § 54-8b-3.3 and Utah Admin. Code R746-340.

DATED at Salt Lake City, Utah, March 28, 2019.

/s/ Michael J. Hammer  
Presiding Officer

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#307338

CERTIFICATE OF SERVICE

I CERTIFY that on March 28, 2019, a true and correct copy of the foregoing was served upon the following as indicated below:

By Electronic-Mail:

Dave Ciani, Managing Director ([managingdirector@sorrelriver.com](mailto:managingdirector@sorrelriver.com))  
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Administrative Assistant