



State of Utah

Department of Commerce Division of Public Utilities

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Action Request Response

To: Utah Public Service Commission

From: Utah Division of Public Utilities

Chris Parker, Director

Marialie Wright, Manager

Cynthia Dumas, Office Specialist

Date: March 29, 2019

Re: **Docket No. 19-041-01 – Formal Complaint of Sorrel River Ranch Against
Frontier Communications**

Recommendation (Hearing)

Issue

On February 1, 2019, Sorrel River Ranch (Complainant) filed an informal complaint with the Division of Public Utilities (Division). On February 7, 2019, Frontier Communications (Company) asked for a thirty-day extension due to technical challenges with their newly installed radio network. On February 27, 2019, the Complainant filed a formal complaint against the Company alleging failure to properly respond to and resolve repeated complaints regarding the Company's unreliable service. On March 6, 2019, Robin Toso-Condon, Executive Customer Relations with the Company, informed the Division that a failing radio would be replaced between March 12-14, 2019. On March 19, 2019, the Division received an email¹ attached hereto as Exhibit A from Carl Erhart a VP Regulatory & Government Affairs with the Company, stating, "We want our customers and the community to know we are working on a next level technical solution that we expect will resolve the issue by the end of this week. As a backup plan, we intend to replace major components, if necessary, by the end of the following week, March

29. The equipment is ordered and being shipped to be available on-hand, if needed.” On March 22, 2019, the Company responded to the Public Service Commission (Commission) to dismiss the complaint stating that on March 21, 2019, it had resolved the complaints and restored service by replacing a faulty radio.

Discussion

On March 25, 2019, the Complainant replied to the Company’s request to dismiss the formal complaint stating, “They say the service is fixed - **IT IS NOT** - We have an alerting system on the service called Binary Canary - On March 23rd I received 2 email notifications which indicates the service was down for a period of time twice that day. My notifications do not include when the service drops for a moment which drops calls.” On March 26, 2019, Company representative, Carl Erhart called the Division to report that the new radio was working effectively and the system was stable. The Division requested Carl Erhart to send an email stating the radio was working effectively. The Division has yet to receive that email and any other updates from the Company since March 26, 2019.

Conclusion

Due to the conflicting accounts of the situation, the Division recommends scheduling a hearing for further investigation. The Division is aware of other complaints about the Company’s service in the Castle Valley and Moab areas. The Commission may wish to consider broader investigation depending on the information presented at a hearing on the complaint.

Cc: Elizabeth Rad, Sorrel River Ranch Resort Owner

Carl Erhart, VP-Regulatory & Gov’t Affairs, Frontier Communications

Robin Toso-Condon, Executive Customer Relations, Frontier Communications

¹See, email from Frontier Communications attached as Exhibit A.