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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications	<b>Docket No. 19-041-01</b>  SRR Partners LLC's Status Report
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On Tuesday, June 4, 2019, Parties in this matter met with Presiding Officer Michael Hammer in a scheduling conference to establish a schedule in Docket No. 19-041-04 (“Investigative Docket”) and to further schedule SRR Partners’ (“SRR”) complaint against Frontier Communications (“Frontier”) in this docket (“Complaint Docket”). Frontier would not agree to a schedule in the Investigative Docket until after June 17, 2019 when they expected to respond to the Office of Consumer Service’s Request for Agency Action filed in that docket.

Counsel for Frontier agreed to schedule the remainder of the Complaint Docket with SRR’s counsel after the scheduling conference. Counsel for Frontier and SRR have had an email exchange to consider the schedule in the Complaint Docket.

Since the May 17, 2019 hearing in the Complaint Docket, service to SRR has not improved and still presents a public safety hazard. There have been outages at SRR’s ranch that have spanned most of a day and other shorter outages and innumerable dropped and lost calls. At the SRR ranch there are 80 employees and as many as 140 guests. Many times, these guests and employees have been left with no way to call out or to call 911 in the event of an emergency and

SRR is just one customer of many affected by Frontier's poor service. These service issues must be resolved.

At the June 4, 2019 scheduling conference, counsel for SRR indicated that SRR intended to supplement the record in the Complaint Docket. SRR is reviewing Frontier's responses to SRR's Second Set of Date Requests and may need to do additional discovery for clarification to supplement the record. Thereafter, SRR will file a proposed schedule to conclude this Complaint Docket. In addition, at this time, unless SRR and Frontier are able to settle the Complaint Docket, SRR intends to reassert their Motions for Relief from the February 2019 Contract with Frontier and for an Order Revoking Frontier's Certificate of Public Convenience and Necessity and SRR will seek other relief as appropriate.

Submitted this 14<sup>th</sup> day of June, 2019.

/s/Stephen F. Mecham

CERTIFICATE OF SERVICE  
DOCKET NO. 19-041-01

I certify that on June 14, 2019, a true and correct copy of SRR's Status Report to the Commission in Docket No. 19-041-01 was served by email on the following:

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Dated this 14<sup>th</sup> day of June, 2019

/s/Stephen F. Mecham  
Stephen F. Mecham Law