



GARY HERBERT  
*Governor*

SPENCER J. COX  
*Lieutenant Governor*

## State of Utah

### Department of Commerce Division of Public Utilities

FRANCINE GIANI    CHRIS PARKER  
*Executive Director    Director, Division of Public Utilities*

## Recommendation

**To:** Utah Public Service Commission

**From:** Utah Division of Public Utilities

Chris Parker, Director

Marialie Wright, Manager

Erika Tedder, Paralegal

**Date:** April 16, 2019

**Re:** **May v. Frontier Communications of Utah**  
Docket No. 19-041-02

### **Recommendation: Schedule a Hearing**

#### **Complaint Analysis:**

On February 15, 2019, Ms. Jayne Dillon May (Complainant) reported an informal complaint to the Division of Public Utilities (Division) against Frontier Communications of Utah (Company) regarding an unresolved outage dispute.

Complainant claims that numerous service outages have occurred in the Castle Valley area since December 2018 that have affected both the landline and internet services, including the capability of accessing emergency assistance. Complainant states that she has contacted the Company repeatedly to address the outages issue, but has been unsuccessful at obtaining a consistent response or resolution.

#### **Company Response:**

Robin Toso-Condon, Frontier Communication of Utah's Team Lead/Executive of Customer

Relations, responded to Jayne Dillon May's informal complaint on February 22<sup>nd</sup>, 2019. Robin stated that a newly installed radio had been found to be unstable and was causing the outages. Robin also advised in the response that the radio replacement was tentatively scheduled for March 12-13<sup>th</sup>, 2019.

**DPU Comments & Recommendation:**

The Division recommends the Commission schedule a hearing to address the customer's complaint. Given the existence of a number of similar recent and ongoing complaints, the Commission may wish to consider a broader investigation of the recurring outages.