



PublicService Commission <psc@utah.gov>

E Fiber Docket No. 20-2618-01

1 message

Bushore, Trae <tbushore@sanjuancounty.org>
To: psc@utah.gov

Fri, Oct 2, 2020 at 9:55 AM

To whom it may concern,

My name is Trae Bushore. I am the IT manager for San Juan County Utah. I have been working for the county for about 7 months now. For many years Frontier communications has been the primary telephone communications for the county. In the time that I have worked for the county Frontier has gone down at least 6 times in a 3 week period. They have been so unreliable, expensive, and outdated that the county has had to see other providers.

Frontier has a really bad reputation in this area for being unreliable not only for their phone but for their internet. As a public safety provider we must have our phone service. We have moved both our 911 service and our normal phone line service away from Frontier. I ask that Frontier be removed as the carrier of last resort and that Emery Telcom be put in place as the carrier. Emery has been incredibly proactive in updating their service and providing the best service possible. Frontier on the other hand has not updated their equipment in decades and can not even provide a consistent phone line.

Thank

Thank you,
Trae Bushore
IT Director/Manager
San Juan County IT
435-587-3223 Ext. 4130





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1 message

Dustin Frandsen MPM <dustin@moabutahlodging.com>
To: "psc@utah.gov" <psc@utah.gov>

Fri, Oct 2, 2020 at 4:29 PM

To Whom it May Concern,

I wanted to express the difficulties we have had with Frontier communications as a management company. We manage over 200 properties in the Moab, Utah area and recommend that our customers not use Frontier. They have always have very slow connections, and it's very tough to get ahold of them to fix or repair issues. They often try to charge for service calls that are a result of their equipment and they cannot fix issues in a reasonable time. A large portion of our renters are overnight, so getting a response that Frontier can be out in the next week for a repair doesn't help at all. Frontier doesn't service several areas that we need as well, including many of the new developments like Entrada at Moab, or Sage Creek.

On the other hand, Emerytelcom is very responsible to needs. They work after hours and on weekends to ensure that our guests have the services they need. Emery doesn't charge for service calls and goes above and beyond to assist both our business and our customers. And the speed isn't comparable. Frontier DSL speeds are most often 1-5 Mbps while Emery Telcom is 30-1000 Mbps.

Thank you,

Dustin Frandsen

General Manager

Moab Property Management