

STATE OF MINNESOTA  
OFFICE OF ADMINISTRATIVE HEARINGS  
FOR THE PUBLIC UTILITIES COMMISSION

In The Matter of a Commission Inquiry into the  
Service Quality, Customer Service, and Billing  
Practices of Frontier Communications

**AMENDED FIRST PREHEARING  
ORDER**

This matter is pending before Administrative Law Judge Jeffery Oxley.

Parties notified the Administrative Law Judge of errors in the schedule of the public hearings listed in the First Prehearing Order dated May 30, 2018.


Based upon the record and submissions of the parties, the Administrative Law Judge hereby issues the corrected schedule of public hearings in this matter:

**IT IS HEREBY ORDERED:**

The Commission ordered that three to six public hearings be scheduled at various locations in Frontier's Minnesota service territory. The parties conferred and agreed upon holding six public hearings at the locations and times listed below:

Location	Date and Time
Ely	September 4, 2018, at 6:00 p.m.
McGregor	September 5, 2018, at 6:00 p.m.
Wyoming	September 12, 2018, at 6:00 p.m.
Slayton	September 25, 2018, at 6:00 p.m.
Lakeville	September 26, 2018, at 2:00 p.m. and 6:00 p.m.

Dated: June 4, 2018

  
JEFFERY OXLEY  
Administrative Law Judge

June 4, 2018

See Attached Service List

**Re: In the Matter of a Commission Inquiry into the Service Quality,  
Customer Service, and Billing Practices of Frontier Communications**

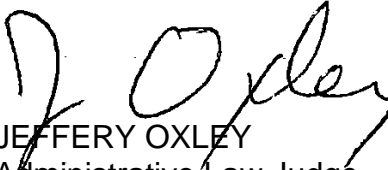
**OAH 19-2500-35222  
MPUC P-407, 405/CI-18-122**

To All Persons on the Attached Service List:

Enclosed and served upon you is the Administrative Law Judge's **AMENDED  
FIRST PREHEARING ORDER** in the above-entitled matter.

If you have any questions, please contact my legal assistant Lisa Armstrong at (651) 361-7888 or [lisa.armstrong@state.mn.us](mailto:lisa.armstrong@state.mn.us), or facsimile at (651) 539-0310.

Sincerely,

  
JEFFERY OXLEY  
Administrative Law Judge

JO:la  
Enclosure  
cc: Docket Coordinator

STATE OF MINNESOTA  
OFFICE OF ADMINISTRATIVE HEARINGS  
PO BOX 64620  
600 NORTH ROBERT STREET  
ST. PAUL, MINNESOTA 55164

**CERTIFICATE OF SERVICE**

In the Matter of a Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications	OAH Docket No.: 19-2500-35222 MPUC P-407, 405/CI-18-122
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Lisa Armstrong certifies that on June 4, 2018, she served the true and correct **AMENDED FIRST PREHEARING ORDER** by eService, and U.S. Mail, (in the manner indicated below) to the following individuals:

Scott	Bohler	scott.bohler@ftr.com	Frontier Communications Corporation	Electronic Service
Linda	Chavez	linda.chavez@state.mn.us	Department of Commerce	Electronic Service
Brent	Christensen	bchristensen@mnta.org	Minnesota Telecom Alliance	Electronic Service
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	Electronic Service
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	Electronic Service
Ron	Elwood	relwood@mnlsap.org	Mid-Minnesota Legal Aid	Electronic Service
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	Electronic Service
Holly	Meger	hollym@mnvalleygrain.com	Minnesota Valley Grain Company LLC	Electronic Service
William	Phillips	wphillips@aarp.org	AARP	Electronic Service
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	Electronic Service
Cam	Winton	cwinton@mnchamber.com	Minnesota Chamber of Commerce	Electronic Service
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	Electronic Service
Patrick	Zomer	Patrick.Zomer@lawmoss.com	Moss & Barnett a Professional Association	Electronic Service