

## NOTICE APPROVING PUBLIC HEARING NOTICES

Issued: June 11, 2018

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

**PUC Docket Number:** P407, 405/CI-18-122

**OAH Docket Number:** 19-2500-35222

**Background:** On April 26, 2018, the Minnesota Public Utilities Commission (Commission) issued an Order requiring public hearings in the above-referenced docket. In its June 1, 2018 Order on Reconsideration, the Commission clarified that the public hearing notice would not discuss Commission jurisdiction over internet services.

Frontier worked with Commission staff to develop the attached notice.

The notice (see attached) is **APPROVED**, and may be used for the (1) notice to customers, and (2) content of newspaper display advertisements.

**Filing Requirements:** Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: [mn.gov/puc](http://mn.gov/puc), select *eFiling*, and follow the prompts.

**Submit Public Comments:** Visit [mn.gov/puc](http://mn.gov/puc), select *Speak Up!* to find this docket, and add your comments to the discussion. You can email your comments to [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

**Full Case Record:** See all documents filed in this docket via the Commission's website at [mn.gov/puc](http://mn.gov/puc), select *Search eDockets*, enter the year (18) and the docket number (122), select *Search*.

**Subscribe** to receive email notification when new documents are filed in this docket at [mn.gov/puc](http://mn.gov/puc), select *Subscribe*, and follow the prompts.

PUC Docket Number P407, 405/CI-18-122

**Questions about this docket or Commission process and procedure?** Contact Commission staff, Michelle Rebholz, at [michelle.rebholz@state.mn.us](mailto:michelle.rebholz@state.mn.us) or 651-201-2206.

**Change your mailing preferences:** Email [docketing.puc@state.mn.us](mailto:docketing.puc@state.mn.us) or call 651-201-2204.

To request this document in another format such as large print or audio, call 651.296.0406 (voice). Persons with a hearing or speech impairment may call using their preferred Telecommunications Relay Service or email [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us) for assistance.

**Notice of Public Hearing for  
Frontier Communications Customers**

**MPUC Docket No. P407, 405/CI-18-122  
OAH Docket No. 19-2500-35222**

The Minnesota Public Utilities Commission (MPUC) issued an Order on April 26, 2018 initiating an investigation under Minnesota Statutes Section 237.081. The investigation concerns whether Frontier Communications of Minnesota, Inc. and Citizens Telecommunications Company of Minnesota, LLC, (collectively “Frontier”) are or have been in violation of any applicable service quality, customer service, or billing practices relating to telephone services provided by Frontier that are within the jurisdiction of the MPUC.

**Public Hearings**

The Order provides that public hearings be conducted by the Office of Administrative Hearings. Public hearings will be presided over by Administrative Law Judge Jeffery Oxley. Anyone may attend and participate in the public hearings by providing comments. You do not need to be represented by an attorney in order to participate in the public hearings. You are invited to comment on adequacy and service quality, customer service, and billing practices concerning telephone services provided by Frontier.

Public hearings are scheduled as follows:

<b>Ely, Minnesota</b> <b>September 4, 2018</b> <b>6:00p.m.</b> Vermilion Community College 1900 East Camp Street Ely, MN 55731	<b>Slayton, Minnesota</b> <b>September 25, 2018</b> <b>6:00p.m.</b> Slayton Public Library 2451 Broadway Slayton, MN 56172
<b>McGregor, Minnesota</b> <b>September 5, 2018</b> <b>6:00p.m.</b> McGregor Community Center 43975 230 <sup>th</sup> Avenue McGregor, MN 55760	<b>Lakeville, Minnesota</b> <b>September 26, 2018</b> <b>2:00p.m and 6:00p.m.</b> Lakeville Heritage Center 20110 Holyoke Avenue Lakeville, MN 55044
<b>Wyoming, Minnesota</b> <b>September 12, 2018</b> <b>6:00p.m.</b> Wyoming City Hall 26885 4 <sup>th</sup> Boulevard Wyoming, MN 55092	

Public notice of the hearing dates, times, and locations will be published in local newspapers in our service area.

## **Submit Written Comments**

### **Comment Period**

- **Comments will be accepted through October 3, 2018, at 4:30 p.m.**
- Comments must be received by 4:30 p.m. on the close date
- Comments received after the comment period closes may not be considered

### **Online**

Visit [www.mn.gov/puc](http://www.mn.gov/puc), select *Speak Up!* to find this docket (18-122), and add your comments to the discussion.

### **Email**

Comments can be emailed to [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

**For eFiling:** Visit [mn.gov/puc](http://mn.gov/puc), select *eFiling*, and follow the prompts.

### **U.S. Mail**

Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101

Written comments should include the MPUC Docket Number P407,405/CI-18-122

1. Your name
2. Any comments you would like to make regarding the docket.

**Important:** Comments will be made available to the public on the MPUC's website, except in limited circumstances consistent with the Minnesota Government Data Practices Act. The MPUC does not edit or delete personally identifying information from submissions.

### **Questions About the Minnesota Public Utilities Commission's review process?**

Consumer Affairs Office  
121 7<sup>th</sup> Place East Suite 350  
St Paul MN 55101  
651-296-0406 or 800-657-3782  
[www.mn.gov/puc](http://www.mn.gov/puc)

### **Accommodations**

If any reasonable accommodation is needed to enable you to fully participate in these meetings (e.g., sign language or large print material), please contact the Office of Administrative Hearings at (651) 361-7900 (voice) (651) 361-7878 (TTY) at least one week in advance of the meeting.