

APPROVAL OF CUSTOMER NOTICE

Issued: October 23, 2018

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

PUC Docket Number(s): P407, 405/CI-18-122

Background:

On April 26, 2018 the Minnesota Public Utilities Commission (Commission) issued an Order opening an investigation of Frontier Communications of Minnesota, Inc. and Citizens Telecommunications Company of Minnesota, LLC, (collectively "Frontier") under Minnesota Statutes Section 237.081. The purpose of the investigation is to determine if Frontier has not followed laws or rules covering service quality, customer service, or billing practices relating to Frontier telephone services that are within the authority of the Commission.

Notice of this action, and information about opportunities for the public to comment on docket 18-122, was provided to Frontier customers in their July bills. Frontier recently discovered that this notice was not included on the July bills of customers who receive their bills electronically. To correct this, the Commission ordered at its meeting of October 4, 2018 that additional opportunity and notice be given those customers electronically billed.

Frontier's notices for electronically billed customers, as attached, are approved.

The Commission will accept written public comment from those affected electronically billed customers until 4:30pm on November 30, 2018 as provided in the attached notice.

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, select *eFiling*, and follow the prompts.

Submit Public Comments: Visit mn.gov/puc, select *Speak Up!* to find this docket, and add your comments to the discussion or email your comments to consumer.puc@state.mn.us.

Full Case Record: See all documents filed in this docket via the Commission's website at 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, select *Subscribe*, or click [HERE](#) and follow the prompts.

Questions about this docket or Commission process and procedure? Contact Commission staff, Michael McCarthy, at Michael.mccarthy@state.mn.us or 651-201-2208.

Change your mailing preferences: Email docketing.puc@state.mn.us or call Leesa Norton at 651-201-2246.

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 for assistance.

Dear Frontier Customer:

The Minnesota Public Utilities Commission (MPUC) issued an order on April 26, 2018 opening an investigation under Minnesota Statutes Section 237.081. The reason for the investigation is to find whether Frontier Communications of Minnesota, Inc. and Citizens Telecommunications Company of Minnesota, LLC, (collectively "Frontier") have not followed laws or rules covering service quality, customer service, or billing practices relating to Frontier telephone services that are within the authority of the MPUC.

Notice of this action, and information about opportunities for the public to comment on docket 18-122, was provided to Frontier customers in their July bills. Frontier recently discovered that this notice was not included on the July bills of customers who receive their bills electronically. To correct this issue and to ensure that your comments will be considered in the final report that will go to the MPUC, Frontier is providing this notice to you. The MPUC will accept written public comment from those electronically billed customers until 4:30pm on November 30, 2018.

Comments may be made by:

U.S. Mail

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

Email

Comments can be emailed to consumer.puc@state.mn.us.

Online

Visit www.mn.gov/puc, select Speak Up! to find this docket (18-122), and add your comments to the discussion. You may enter comments through March 27, 2019 on the SpeakUp! site.

For eFiling: Visit mn.gov/puc, select eFiling, and follow the prompts.

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

1. Your name, and city and state of residence.
2. Any comments you would like to make regarding the docket 18-122.

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. As a reminder, the November 30 comment deadline in the Frontier pending proceeding do not apply to customer complaints, which can be filed at any time.

Questions about the Minnesota Public Utilities Commission's review process or complaint process? Contact the Consumer Affairs Office, 121 7th Place East Suite 350, St Paul, MN 55101
651-296-0406 or 800-657-3782

www.mn.gov/puc