

**NOTICE OF EXTENDED COMMENT PERIOD AND REQUEST FOR ADDITIONAL
INFORMATION**

Issued: March 27, 2019

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

PUC Docket Number: P-407, 405/CI-18-122

OAH Docket Number: 19-2500-35946

Issue 1: The Commission is granting the request for extension of time to file comments on the issues set out in its March 11, 2019 *Notice Requesting Comments on Next Steps in Proceeding*, as requested by the Administrative Law Judge on March 22, 2019. The Commission does not anticipate granting additional extensions absent compelling circumstances.

Comment Period: Initial comment period closes **May 10, 2019** at 4:30pm
Reply comment period closes **May 20, 2019** at 4:30pm

Comments received after the close of the comment period may or may not be considered by the Commission.

Issue 2: In its February 15, 2019 order, the Commission delegated authority to the Executive Secretary to determine whether additional data needs to be filed by Frontier to allow the Commission's Consumer Affairs Office (CAO) to assist in the adjudication of individual customer complaints while a final decision on the merits is pending. Given the length of the extension, and CAO's experience with pending complaints, additional data is needed.

Additional Data Due: Report due **April 8, 2019**; subsequent reports every two weeks thereafter

- For all pending and new complaints received by Frontier, a summary report specifying the time period between receiving a customer complaint and contacting that customer under Minnesota Rules, Part 7810.1100, Subp. 2, and the status of the complaint.
- For all pending and new complaints forwarded by the Commission to Frontier, a summary report specifying the time period for notifying CAO of the status or disposition of the complaint, under Minnesota Rules, Part 7810.110, Subp. 3, and the status of the complaint.
- Description of actions Frontier is taking to reduce the time periods and comply with applicable rules.

Frontier is requested to work with CAO staff on implementing these reporting requirements and improving the Company's process for responding to individual customer complaints.

Background:

The Commission issued its *Notice Requesting Comments on Next Steps in Proceeding* on March 11, 2019. On March 22, 2019, the ALJ conducting the mediation requested a six week extension to allow sufficient time for the parties to concentrate on settlement discussions, as well as to permit more considered responses to the 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, Michelle Rebholz, at michelle.rebholz@state.mn.us or 651-201-2206 or 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.