

**From:** [Broadband, DEED](#)  
**To:** [peophd](#); [Staff, CAO \(PUC\)](#)  
**Cc:** [Broadband, DEED](#)  
**Subject:** RE: Frontier Communication  
**Date:** Monday, March 19, 2018 4:11:26 PM  
**Attachments:** [image001.png](#)

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Dr. Olson:

Thank you for your email. It appears that you are referencing the investigation that the Minnesota Public Utilities Commission (MNPUC) has open regarding Frontier Communications service quality, customer service and billing practices (Docket Number 18-122) and would like to report the service outage you've experienced with Frontier. Since we want to get your email to the state agency that you've intended it for, I'm also including the MNPUC's consumer affairs office on my reply to you. They can let you know whether you need to do anything additional to have your comments included in that proceeding.

If you have questions about your broadband service, I'd be happy to answer them and look at whether there are alternatives available.

Thanks,  
Diane Wells

**Diane Wells / Telecommunications Manager**

*Office of Broadband Development*

*Department of Employment and Economic Development*

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101

Direct: 651.259.7613

<http://mn.gov/deed/broadband>

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**From:** peophd <peophd@aol.com>  
**Sent:** Monday, March 19, 2018 12:41 PM  
**To:** Broadband, DEED <DEED.Broadband@state.mn.us>  
**Subject:** Frontier Communication

Dear State:

I'm reading about Frontier's poor service and lousy internet speed and unreliability. I want to report same. I've had Frontier here for decades out in the country. My internet goes out several times a week, when I'm home to notice. It's unknown how often per day total.

And, I lost my phone and internet service two weeks ago for 5 days. "We're working on it". They said they'd stop by to check my line and contact me. Didn't happen. We are lucky we

mostly use cellphones and can turn on our hotspots. There wasn't any storm to cause it at that time. Clear weather.

And my internet is unbearably slow. 3.74 Mbps. I used to pay for 'high-speed' internet for years, but when pressed, they admitted that they couldn't give me any faster service despite the charges. They blustered 'we can't know if you can get high-speed internet'. So I stopped paying extra for nothing.

The customer service from Frontier is good - not near Comcast's reputation.

I'd love my internet to stay on. And I'd love to get the internet speed everyone else gets. I know I'm out in the country here but only 3 miles from Minnetrista, we don't have choices.

Thanks!

Peter

Peter Eric Olson PhD  
Licensed Psychologist  
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612-839-6996 Voice and text  
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Public Utility Commission  
121 7<sup>th</sup> Place East Suite 350  
St. Paul Mn 55101



Reference to; PUC Docket Number P407, 405/CI-18-122  
Frontier Communications Service

I have been and continue to be a customer of Frontier Communications since 1993 after moving to the St. Croix Valley. The service has the entire time poor to merely adequate. I have had a continuing problem with dial tones, dead lines and static on the lines making conversations near impossible. Over the years I have seen numerous service personnel so often we would discuss children, pets and vacation plans. The problem would be fixed and then the same issue would occur because Frontier was not maintaining their equipment and lines.

In the 90's and early 2000 thousand the repair personnel would be here fairly quickly to repair things; now, you wait 5 to 7 days if they don't lose your work order. I have Frontier communications cancel my service through their repair office because of their miscommunications.

In 1995 I had a massive heart attack and over the years have informed the phone company of the medical necessity of having reliable service as I am usually hospitalized yearly for one reason or another. In calling for repair services when I inform them of that, it is whole new surprise to them. (This is very important in that we live in a valley and cell service is spotty).

Now on to the computer service; the service is atrocious and is only getting worse. It is challenge to get on line, to stay on line and be able to complete your task or viewing in a timely given all the time the line freezes. When I complained last year they admitted that I was not receiving the speed level they promised. There solution was lower my bill by \$15.00 per month on the internet package but for some reason I am paying almost as much as before. My life is too short to go around with them about this. What I really want is fast, prompt internet service.

Frontier has said that it was going to update the service here in the St. Croix Valley, so far no action has been taken by them. There facility in Marine on St. Croix is extremely antiquated and not able to provide the service they promised.

In summation, Frontier Communications has NOT complied with the Service Quality Rules. I pay my bill religiously but am not getting the service they promised. I would like the PUC to fine Frontier and require them to upgrade the service to what were promised and paying for.



Raymond M. Gorski

14127 St. Croix Trail North

Stillwater MN 55082 (651-433-4905)

zitgor@frontiernet.net

**Subject:** poor internet service with Frontier Communications is impacting my business  
**From:** kathleen.mccann@frontiernet.net (kathleen.mccann@frontiernet.net)  
**To:** consumer.puc@state.mn.us;  
**Date:** Wednesday, March 7, 2018 11:33 AM

RECEIVED  
MAR 15 2018  
MINNESOTA PUBLIC  
UTILITIES COMMISSION

Re: Docket #18-122

I am writing to file a complaint with the PUC regarding the poor internet service from Frontier Communications. I am a dentist and I live in rural Watertown Township in Carver County, only 40 minutes west of downtown Minneapolis. Frontier Communications is my only option for internet. Despite my close proximity to the city, my internet service is worse than dial-up. I am charged for "DSL High Speed Broadband" on my monthly bill, but my download speeds are only averaging 2.0 Mbps and the upload speeds average 0.28 Mbps. I am not able to stream any video, and as a dentist I am not able to email dental X rays. It took me 47 minutes to upload one small photo to Facebook recently.

In addition to the poor speeds, there are frequent "drops" every day. The technician from Frontier measured an average of 20 service drops per day on my internet line, and one day the service dropped 400 times! Outages of several days are common.

The most recent Frontier internet outage began last Saturday, March 3 and today (March 7) there are at least 27 households in my neighborhood still without internet service. Frontier is telling us it might be another week before we have any service. This is unacceptable, especially since many of these 27 Frontier customers are running their businesses entirely from home. Calls to Frontier, when finally answered after sometimes 40 minutes on hold, are ineffective.

Sincerely,

Kathleen McCann DDS  
10050 Swede Lake Rd.  
Watertown, MN 55388  
cell phone 952-200-4604

*Kathleen McCann DDS.*

*Case ID# 70890*