

NOTICE REQUESTING COMMENTS ON NEXT STEPS IN PROCEEDING

Issued: March 11, 2019

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

Comment Period: Initial comment period closes March 29, 2019 at 4:30pm
Reply comment period closes April 12, 2019 at 4:30pm

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

Topic(s) Open for Comment:

- 1) Should the Commission issue an order severing the complaints that fall under the authority of the Office of the Attorney General, as recommended by the Office of the Attorney General--Office of Residential Utilities and Antitrust Division (OAG) in their March 5, 2019 comments?
 - A. If so, should the Commission issue further clarification on severing complaints related to bundled services?
 - B. Should complaints about bundled services be severed from the Commission's proceeding, if the complaint is related to internet service only? If related to the bundle as a whole?

(Note: staff contemplates that if the Commission issues an order severing issues from its proceeding, the Consumer Affairs Office (CAO) would work with the OAG to direct individuals with complaints to the proper forum.)

- 2) If the Commission issues an order severing complaints under authority of the OAG, what other procedures should the Commission adopt for its proceeding?
 - A. Should the Commission send the remaining issues to a contested case proceeding, as suggested by Frontier and the OAG?
 - B. Can the Commission order findings that Frontier has violated the rules and statutes recommended by the Department without a contested case proceeding?
- 3) Do parties have any updates to their prior recommendations as a result of the mediation conducted by the OAH?
- 4) Please address the specific potential remedies the Commission could exercise if it were to find the types of violations alleged by Commerce in its January 4, 2019 report occurred.

Background:

Between January 2017 and January 2018, the Minnesota Public Utilities Commission's CAO received a large volume of complaints related to the service quality, customer service, and billing practices of Frontier Communications.

In its April 26, 2018 Order, the Commission requested that the Department file a report within 90 days of the last public hearing conducted in this docket on the Department's findings. Frontier and other interested parties were directed to file a response no later than 30 days after the Department's report. In its February 15, 2019 Order the Commission extended this deadline an additional 30 days, directed a compliance filing by Frontier and proposed that parties undertake mediation using the services of the OAH.

Comments were received on March 5, 2019 from Frontier, the OAG, and Minnesota Telecom Alliance (MTA). In those comments Frontier observed that mediation sessions have been scheduled for March 15th and 21st. Frontier and OAG indicated a contested case proceeding may be warranted. The OAG recommended the Commission sever and refer to the Attorney General issues related to consumer protection statutes, noting the Attorney General has a related investigation in progress.

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.

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