



Excerpts in record from local governments

<u>DATE</u>	<u>ENTITY/CONTACT</u>	<u>COMMENT</u>
OAH Report filed 11-16-2018	City of Fairmont/Fairmont Sentinel/City of Ceylon/Martin County/Linsey Preuss	<p>Was contacted by businesses employing approximately 1,000 individuals about unreliable Internet service (Page 8 and 10 – OAH Report)</p> <p>Was contacted by businesses employing approximately 1,000 individuals about terrible customer service. (Page 8 – OAH Report)</p> <p>City of Ceylon troubled by ‘the hundreds of cables that are still lying in the grass and hanging on the trees around town.’ City officials say this has been the case for two years. (Page 11 – OAH Report)</p> <p>City of Fairmont, which is a roughly 130 mile drive to the Lakeville hearing. Businesses located in Fairmont employ roughly 1,000 people. Several Fairmont employers have contacted the City of Fairmont to enlist her assistance in getting Frontier to improve its service or to encourage another provider to serve Fairmont. Recently, Frontier’s internet service to Fairmont was disrupted for three days: “The downed internet connections cost these companies thousands of dollars when considering that they were without reliable service for three straight days.” Concerns with Frontier’s service have led “the City of Fairmont and Martin County . . . to pay a portion of construction costs for another broadband provider to get service to them. Frontier has been given multiple opportunities to address these issues with little to no response.” City employees also read from a local newspaper about the “hundreds of cables” Frontier has left “lying in the grass and hanging on the trees around town.” (Page 40 – OAH Report)</p>

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	Councilman John Gibeau	<p>Frontier has been giving the town of Ceylon the middle finger. (Page 11 – OAH Report)</p> <p>Spoke generally of the service issues his community has suffered over the last five or six years. He spoke of service wires lying on the ground for over three years, or tied to trees, or staked up to pass over sidewalks. He argued that Frontier preys on the fact it does not have much competition. Although Frontier’s technicians do what they can, management provides nothing but excuses. The City signed up for 26 megabyte service only to be later told by a technician that the lines serving that location could never provide that level of service. Mr. Gibeau complained to the OAG. The OAG sent three letters to Frontier before it responded.</p> <p>(Page 36 – 37 – OAH Report)</p>
	St. Croix Watershed Research Station and Science Museum/Julia McMann	Repeated misapplications of payments by St. Croix Watershed Research Station and Science Museum resulting in late fees and consumed “many full days of work trying to decipher the credits and payments applied. (Page 11 – OAH Report)
	CWA Local 7270/Mark Doffing, President	“[i]t is common for our techs to see trouble tickets left unresolved for days or weeks. (Page 12 – OAH Report)
	Scandia City Council/Steve Kronmiller	He stated that by FCC standards, Scandia is unserved and has not been awarded any federal funding to improve service. The biggest issue to Mr. Kronmiller is that Frontier advertises that it provides great service when it does not even meet minimal standards. He feels customer service representatives have no knowledge of what is happening to Minnesota customers, which results in customers having to struggle to improve the service they were told to expect. Mr. Kronmiller also complained about

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		Frontier's use of vendors and contract employees who have no loyalty to the Company or its customers. (Page 30 – OAH Report)
Transcript of Public Hearing in McGregor 9-5-2018 filed 10-16-2018	Lakeville Town hall Meeting	See Exhibit #29 of the Court Reporter Public Hearing Exhibit filed on 10-16-2018.
	Sentinel	See Exhibit #31 Court Reporter Public Hearing Exhibit filed on 10-16-2018.
Transcript of Public Hearing in Ely 9-4-2018 filed 10-16-2018	DEED/Diane Wells	9-4-18 Transcript – Ely - Page 13 and 14
	Town of Lawler/Robert Marcum	9-5-18 Transcript – McGregor – Page 101 – 108
	Broadband Coalition/Becky Lourey	9-5-18 Transcript – McGregor – Page 51 – 55 and 108
	City of Scandia/Steve Kronmiller, council member	I founded a group called the Scandia 17 Internet Focus Group to discuss various issues on how 18 we can deliver high speed reliable internet to all of 19 the residents in Scandia. Wyoming – Page 79-83
9-25-2018 Transcript of Slayton Public Hearing filed 10-16-2018	City of Ceylon/John Gibeau, council member	Slayton – Page 78-86

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9-26-2018 Transcript of Lakeville Public Hearing filed 10-16- 2018	Local 7270/ Mark Doffing, President	Lakeville – Page 27-32
	City of Fairmont/Linsey Preuss, Economic Development Coordinator	Lakeville – Page 53 – 55
	Blakeley Township/Brent Koepp, Town Clerk	Lakeville – Page 99 – 102