

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John A. Tuma	Commissioner

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

ISSUE DATE: February 15, 2019

DOCKET NO. P-407, 405/CI-18-122

ORDER EXTENDING DEADLINE FOR  
FRONTIER'S RESPONSE AND  
PROPOSING MEDIATION

**PROCEDURAL HISTORY**

On April 26, 2018, the Commission initiated an investigation to determine whether and, if so, to what extent, Frontier Communications of Minnesota, Inc. and Citizens Telecommunications of MN, LLC (collectively, Frontier) are or have been in violation of any applicable customer service, service quality, or billing practice requirements or standards.<sup>1</sup> The Commission also referred the matter to the Office of Administrative Hearings (OAH) to hold public hearings, required Frontier to give its customers notice of the public hearings, and specified the forms the notice must take.

On January 4, 2019, the Minnesota Department of Commerce (the Department) filed its report on the investigation.

On January 11, 2019, Frontier requested an extension of time for it to respond to the Department's report. Their response would have been due on February 4.

On January 22, 2019, the Department filed a response recommending that the Commission either deny the request for an extension, or make the extension conditional upon a variety of service quality requirements.

On January 24, 2019, the Commission met to consider the matter.

**FINDINGS AND CONCLUSIONS**

Having considered the state of the record in this matter together with Frontier's request, the Commission concludes that Frontier's request for an additional 30 days to submit its response to

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<sup>1</sup> Order Initiating Investigation and Referring Matter for Public Hearings (April 26, 2018), this docket.

the Department's Report can be granted consistent with the public interest if subject to certain conditions. The specific conditions are spelled out in the ordering paragraphs below, and include the expectation that Frontier and the Department will make use of the additional time, with the assistance of mediation services provided by the Office of Administrative Hearings, to reach a resolution of the concerns identified by the Department.

## ORDER

1. Frontier's Request for an Extension of 30 days to file its response, is granted, subject to the following conditions:
  - a. the Commission delegates the authority to the Executive Secretary to determine whether additional data required by Commission Rule, Order or by statute should be filed with the Consumer Affairs Office to assist in the adjudication of individual customer complaints; and
  - b. Frontier shall make a compliance filing within 15 days of the Commission's Order in this docket outlining the remedies it offers to customers consistent with Minnesota state law, including customers identified in Frontier's records as having a medical condition in the household. The Commission's Consumer Affairs Office will use this compliance filing to ensure that customers filing complaints receive appropriate relief until a final decision on the merits has been made by this Commission.
2. The Commission proposes that the parties undertake mediation using the services of the Office of Administrative Hearings.<sup>2</sup>
3. This order shall become effective immediately.

BY ORDER OF THE COMMISSION

Daniel P. Wolf  
Executive Secretary



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<sup>2</sup> See Minn. R. 1400.5950.