



Customer Transition Dispute Form

Frontier Communications of Minnesota, Inc. and Citizens Telecommunications Company of Minnesota, both Verizon companies, intend to discontinue the provision of legacy wireline voice service in portions of Minnesota where Verizon offers a modern voice alternative. This change will not impact most Verizon customers. If you subscribe to legacy voice service, Verizon welcomes the opportunity to support your transition to one of its modern products, and you may contact Verizon for support by calling its dedicated transition support line at 1-877-473-1930 or contacting it online at [FORTHCOMING].

If you are in a location where Verizon seeks to discontinue legacy wireline voice service and believe that your location does not have access to either Verizon wireless or Verizon fiber-based service, you may bring your concern to the attention of the Minnesota Public Utilities Commission using this form. Please send the form via email to consumer.puc@state.mn.us, fax to 651-297-7073, or U.S. Mail at Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN 55101. A dispute must be submitted at least 90 days prior to the date of service discontinuance.

The Commission may use the information you provide to help resolve your concern and/or enforce applicable laws. The information may be shared with Verizon or other public agencies. You are not legally required to provide this information. However, if you do not, the Commission may not be able to help resolve your concern. If relevant, please attach all documentation, copies of bills, utility responses, or other communications and documents.

Name:	Business name (if business complaint/inquiry):
Mailing address:	Person contacted at Verizon:
Phone number(s): (Mark: ☐ Home ☐ Work ☐ Cell/Other)	Service address (if different from mailing address):
Have you contacted Verizon?: ☐ Yes ☐ No	Have you contacted another agency or organization about this issue?: ☐ Yes ☐ No
Verizon service(s) you believe are not available at your location:	Printed or electronic signature:

Please give as much information as possible about why you believe you cannot access Verizon service at your location (may continue onto additional attached pages):