

From: [Marie Theisen](#)
To: [staff_cao \(PUC\)](#)
Subject: Docket 15-388 - Rate increase request for unreliable, intermittent, slow Frontier Telephone service
Date: Tuesday, September 01, 2015 10:20:21 AM

Please attach to Minnesota Public Utilities Commission <http://mn.gov/puc/> , Speak Up, and found docket 15-388 as the process is difficult to navigate.

In my last bill was a notice that Frontier will be increasing thier monthly rate \$2 which includes "a commitment to service quality standards and customer remedies for failure to meet those standards."

Living in rural Delano, Minnesota, I am lucky if I am served with even 3 mgs of internet service, which is erratic, and am not served with fiber optic service. I know Frontier receives government dollars and could improve their infrastructure but I have been told by Frontier employees that Frontier uses those dollars to obtain new service areas rather than address current customer's complaints.

When contacting Frontier to report my service outage (which occurs frequently!) it is common to be placed on hold and endure an hour long call - just to report my internet outage!

I know TDS and other providers receive government dollars and have installed reliable fiber optic service to their existing rural areas and are more reasonably priced. I live in close proximity to the Twin Cities and my internet service is

dubious. I do not agree that any increase in my bill should be used for any purpose other than to resolve our local issues; Frontier should be held accountable for their lack of reliable service and slow speeds in rural Delano, Minnesota.

Respectfully,
Marie Theisen