

**NOTICE REQUESTING COMMENTS ON FRONTIER COMMUNICATION'S BILLING
PRACTICES**

Issued: November 9, 2018

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

PUC Docket Number: P407, 405/CI-18-122

Comment Period: Report due 90 days after the last public hearing in the current docket
Replies due 30 days after the above-referenced report

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

Background:

Between January 2017 and January 2018, the Minnesota Public Utilities Commission's Consumer Affairs Office (CAO) received a large volume of complaints related to the service quality, customer service, and billing practices of Frontier Communications. The Commission opened the current docket through its April 26, 2018 Order.

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.

The Commission has received a customer complaint in which the consumer was offered specific services and costs in the attached flyer. The customer elected to receive "Digital Phone Essentials" at a cost of \$21.99 per month. The offer excludes long distance and notes that "other fees may apply." The customer was charged \$29.99. Taxes and other fees are listed separately. Frontier explains that, as tariffed, the Digital Phone Essentials comes with a mandatory \$8.00 per month long distance service, making the actual charge for Digital Phone Essentials \$29.99, not \$21.99 as advertised. The customer was offered a tariffed basic line with a standalone caller ID at \$35.61 as an alternative.

The Commission hereby requests that the Department of Commerce, Office of Attorney General, and any other interested stakeholders investigate whether this practice violates Minn. Stat. §§237.662, 237.663, or other statutes and rules. The Commission requests parties include their findings in the Department of Commerce Report and parties' replies as set out in the Commission's April 26, 2018 Order.

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 by phone at [651-201-2208](tel:651-201-2208).

Change your mailing preferences: Email docketing.puc@state.mn.us or call Leesa Norton at 651-201-2246.

To request this document in another format such as large print or audio, call 651.296.0406 (voice). Persons with a hearing or speech impairment may call using their preferred Telecommunications Relay Service or email consumer.puc@state.mn.us for assistance.

**ADDITIONAL
MONTHLY
FEATURES**

**MONTHLY
RATE**

Anonymous Call Block.....	\$3.00
Automatic Busy Redial***.....	\$6.50
Automatic Call Return***.....	\$6.50
Call Forwarding.....	\$7.00
Call Forwarding/Busy line.....	\$7.00
Call Forwarding/No Answer.....	\$7.00
Call Forwarding/Busy Line & No Answer.....	\$7.00
Call Waiting.....	\$7.50
Caller ID-Name & Number* **.....	\$10.99
Distinctive Ring.....	\$6.99
Last Number/Save Number Redial.....	\$4.00
Remote Call Forwarding.....	\$23.99
Special Call Acceptance.....	\$6.50
Special Call Forwarding.....	\$6.50
Speed Call 30.....	\$6.50
Priority Call.....	\$5.00
Three Way Calling***.....	\$7.50
Selective Call Rejection.....	\$6.50

***Caller ID service is susceptible to fraud. Using a practice known as "Caller ID spoofing," disreputable parties can deliberately falsify the telephone number relayed as the Caller ID number to disguise the identity and origin of the call. Further information can be found at www.fcc.gov/cib/consumer_facts/callerid.html.**

****Additional equipment required**

*****Also available for \$2.50 per activation, not to exceed \$15.00**



**INFORMATION FOR
FRONTIER COMMUNICATIONS*
RESIDENTIAL CUSTOMERS**

In compliance with state regulations, Frontier is providing you with this annual notice of available services. Please read the enclosed information to learn more. All rates, terms and conditions included in these notices are current at the time these notices were printed but are subject to change.

If you have questions about any of our services, please contact Frontier Customer Service at **1.800.921.8101**.

You may also visit us on our website at **Frontier.com**

Contact us. We can help you.

Please address written correspondence to:
Frontier Communications
P. O. Box 5166
Tampa, FL 33675

LOCAL RESIDENTIAL SERVICE

Basic local service provides for calling within your local exchange and access to the long-distance network. Extended Area Service (EAS) allows you to call certain other exchanges without incurring long-distance charges. Where provided, EAS is part of your local service.

If your exchange is in Rate Group 2 (Delano, Lindstrom, Maple Plain, Mayer, Mound, New Germany, St. Bonifacius, Scandia Marine, Watertown and Wyoming), the EAS surcharge is contained within your basic local rate. If your exchange is in Rate Group 1 (all other exchanges), the EAS surcharge is separately identified on your bill.



BASIC RESIDENTIAL LOCAL RATES (includes Touch Call)

Rate Group 1-Flat-rate service	\$16.25
Rate Group 2-Flat-rate service	\$24.01
Community Plus Plan*	\$18.25
Almelund Community Plus Plan*	\$21.95
Taylor's Falls Community Plus Plan*	\$22.00

*Community Plus Plan is available only in Almelund, Delano, Lindstrom, Mayer, New Germany, Taylor's Falls and Watertown exchanges. Under this plan, calls to the Metro Calling Area cost \$.07 per minute.

Note that the rates listed above do not include the federal subscriber line charge, taxes, fees for TAP/911/TAM, EAS for Rate Group 1 exchanges, or other optional services, such as custom calling services, to which you may subscribe.

RESIDENTIAL PHONE PACKAGES

Digital Phone Unlimited Plus+ **\$31.99**
Includes two flat-rate access lines, choice of up to five selected features, and voicemail.

Digital Phone Unlimited+ **\$31.99**
Includes one flat-rate access line, choice of up to four selected features, and voicemail.

Digital Phone Essentials+ **\$21.99**
Includes one flat-rate access line, Caller ID, and Call Waiting.

Digital Phone Enhanced Feature Pack **\$3.99**
Includes choice of up to five selected features. Available only with a Digital Phone Unlimited or Digital Phone Unlimited Plus package.

ADDITIONAL SERVICES

Additional Directory listing	\$4.00
Nonlisted/Non-published Number	\$3.00
Local Directory Assistance charge per call	\$1.50



+Excludes long distance. Other fees may apply.