

Attachment 1

Docket No. P405-P407/CI-18-
122

Department Comments

Jan. 4, 2019

Alden

marge alden

Shafer, mn 55074

Frontier has been charging me for internet which have never had. I have repeatedly called them, discussed it on their chat line and written letters. They have been unresponsive on correcting their billing error. The staff in part have been very rude and even claimed the court ordered hearings on their service were only their idea to better their service Representatives have said they will handle it and they have even given me confirmation numbers but it does not get handled and they continue to bill me. am a snow bird and Frontier bought out Verizon in Florida. For years I have put my service on vacation mode and paid the 39,99 charge which I did this year. They continued to charge me. after many phone calls, chat line discussions and letters, I just talked to a representative who told me they changed their policy and are no longer doing vacation mode. I pointed out that they charged me for the vacation mode charge and she said they just changed their policies. I asked if they sent the change out to customers and she said no, I requested a copy and they denied me a copy, The bill is now about \$400 for a service I am not receiving and after they charged for the vacation mode charge. She also said unless I paid it they would not reinstate my service. Frontier's system is so messed up and they are unwilling and act like they don't care to straighten it out Please include this with the MPUS DOCKET # P407,405/1-1-18-22

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

the wheel scroll for a solid 5 minutes sometimes, and eventually get in. The speed yo-yos in the afternoon and evening, and it downright disappears some mornings. We have restarted modems multiple times to no avail. I run a home business and struggle so much with my work due to these lapses of service...The only reason we stay with Frontier is that we are not willing to pay the outrageous prices the other companies charge. Also, some of the other DSL services can't lease lines from Frontier, so we are stuck with Frontier.

David Lubben · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:51 am

 3 Votes

I have continually had problems with the quality of Frontier service, both as to telephone (which routinely is unavailable) and internet. Download speeds are typically at 3 mps or less, making it impossible to download software updates (for that, I have to go to the Apple Store and sit around while the upgrade downloads). Upload speeds are less than .5 mps which makes uploading photos to certain applications (iCloud, for example) not possible. I have phoned, emailed, written, and posted on the Frontier Communication website frequently to no avail. The Board of the Township in which I live summoned Frontier representatives to meetings to explain why the service is so bad. They came to one meeting, said nothing of value, left, and simply did not come to a follow up meeting. Looking at the Frontier web site, it is obvious the service they provide is not acceptable in many areas. As for a remedy, they need to be replaced with an entity willing to invest in and provide adequate service.

Paul Anderson · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:39 am

 3 Votes

I live in a small town (Marine on St. Croix, MN). There is no cell coverage available, and no other viable alternatives for voice/data communications beyond what Frontier offers. The phone not working can be a matter of life or death, since there is no other way to communicate. If the power ever goes out in the town, the phone service goes away almost immediately. No 911 service, no dial tone, no internet. This has happened frequently. I would estimate the outages of the phone to be on the order of DAYS per year, somewhere in the 98-99% uptime range, when what I am paying for with a POTS line is 99.999% uptime. I expect the phone to be reliable. The Central Office in the town needs a better battery backup and a generator. If the service is out for days, they will drive over a generator and eventually get us basic phone service back. That is not an acceptable response in a town where there is no other way to communicate, particularly in the case of an emergency.

The reliability of the internet services has also been very poor. Over the years, it has been down many times. Also, the true speed delivered has been much less than promised, with upstream network congestion issues, DNS issues, and other frequent problems. My expectation as a consumer is that I get what I pay for. Again, with no other ability to get data service, I am entirely dependent on Frontier for the delivery of service.

Complaints about the service have gone unanswered. There has been no significant improvements made over time, in spite of repeated complaints, and feedback via customer satisfaction surveys and so forth. Something needs to be done.

From: Nancy Banta
To: [Staff_CAO \(PUC\)](#)
Cc: [Nancy Banta](#)
Subject: Frontier complaint
Date: Monday, April 02, 2018 5:47:45 PM

My problems with Frontier began when I moved 2.5 miles from where I had previously had SCI Cable. I wanted to continue with SCI, but they have not ran cable to my new area yet. Frontier is and continues to be the ONLY internet company we can choose from. If we want internet we have to use Frontier, we have no choice.

So I called Frontier around the end of November of 2015. I requested internet service be hooked to my new residence. It was hassle from the beginning. I requested to have Internet service to my new address. I began to settle in to my new residence. Internet service was interrupted on a weekly basis. Shortly after I moved in I began making calls to Frontier. It was hassle from the beginning. Every time I called Frontier to resolve an issue about billing, outages and concerns I was told I had no account with Frontier. It would be the same conversation every time. I would give them my account number. Frontier would tell me that they can locate no account for such number. I would give them my address. Frontier would tell me that they can locate no account for such address. My calls typically lasted about 1-2 hours. Sometimes I was put on hold for so long that I would put the phone on speaker, having to listen to Frontiers music recording that was scratchy and would break up. Every few minutes the same sales pitch recording would come on. I could prepare my dinner and have my table set before any rep. would return to the phone. During one call I was on hold for so long that I mixed up a batch of cookies and baked a pan before they returned to my call!!!!

The rep would return to the phone bewildered. From the first time to every time after that, it took 20 minutes to a half hour to find my account. When, during each call, my account was found I would ask the rep to please make note so next time I call it will not be so difficult to find. Every time I was assured that this note would be done. But it never was. I've been disconnected after hours of being on hold. I've been told leave a call back number and they would call my back in 15 minutes. Call backs never happened. At this point I get huge anxiety every time I have to call Frontier Communications or any company for anything. Customer service these days is just non existent! Over weeks later I would still have no internet. Despite my feelings of anxiety, I would still have to call Frontier. I went through this calling customer service for several months. One day a women in customer service answered my call as usual she could not find my account. After her asking many questions this women finally figured out why e/time I call this happens. She informed me that my acct. number is not what I have been providing Frontier when I call. She said my acct. # is my land-line #. I told her she must be mistaking b/c I do not have a land-line. She said I, in fact do!! Well it turns out that I do/did. In all these phone calls I had previously made every customer service person I spoke to who didn't know and couldn't find my acct. under the \$ I would give them never, ever told me I have a land-line and that I should be using this number as my acct. #. Here's the thing....I never asked for a land-line. NEVER!! I have no idea that I had one. I had no phone attached to it. I was paying for a land-line that I never asked for. Paying for it for over a year.....taxed for it! Everything! The customer service lady I spoke to that day was very nice and apologetic. It was the first time I felt heard. The first time I felt any relieved and thought this issue was long behind me. I requested and still request all money paid by me, including taxes be refunded to me. I still get so frustration and anxiety every time I have to think of this and e/time I have to make any similar phone calls to business' The time I have wasted, the money I have spent, and all the anxiety...hard to let it go. This particular lady said she would forward my request to a Supervisor as they where the only ones who could approve and refund money paid to me.

Now we come to the end of September 2017. I was still being billed for a land-line. Even after talking with that helpful customer service person. I never received a call or an refund from Frontier. I am not calling Frontier again! I cant do this anymore. Instead I put all my complaints in writing...handwritten at the time b/c I had no internet that I could count on b/c Frontier works sometimes and sometimes it does not. This letter I am writing today, 4/1/18, is a condensed version of what I went through and continue to go through with Frontier. I did finally get the land-line removed. After a year and a half. I was credited a small amount, but nothing near what I had paid over the length of time I had a land line, or what Frontier calls a "digital-phone"

Most months my bill is different from the previous month. Frontier continues to have slow-slow internet

service, even though I pay for high-speed. At my home we can not play on the X-box and be on the computer (internet) at the same time. Its one or the other. If its cloudy the internet may or may not work. If its raining or snowing it may or may not work. But I will not call. I cant handle calling them ever again...unless its to disconnect my service!!

Thank you for your time spent in this matter,
Nancy Banta
77428 County Highway 61
Willow River, MN 55795
320-372-0085

From: Joy Barbre
To: Staff, CAO (PUC)
Subject: Docket Number 18-122
Date: Tuesday, March 20, 2018 11:54:22 AM

I would like to comment on my recent experience with Frontier Customer Service.

On Tuesday March 13th I discovered my land line phone system (763)972-2544 was not working. Using my cell phone I called Frontier Customer Service to report the problem. The representative checked my system and confirmed it was down. After having me go through a series of procedures to try to remedy the situation she said the problem was not inside the house and wrote up a repair order telling me a repairman would come between 1-5 on Wednesday and I needed to be home during that period.

On Wednesday the repairman never showed up or called and I called Frontier and this time talked to Michael. He checked my account and told me the repairman had run out of time and assured me someone would come first thing Thursday morning as I would be first on the list for service. Again I needed to be home and again no one came or called.

At noon I again called Frontier and this time talked to Jen and was told that Michel had been mistaken. Her info showed that on Tuesday when I had first called Frontier, a line outage was occurring in my area, and when, a few hours later the problem was corrected, my repair order was cancelled as it was assumed my problem had been corrected. However, upon checking my system, she confirmed that my problem still existed. She then said she would write up a new repair order and someone would come on Friday, again I would need to be home. I told her this was unacceptable and asked to speak to a supervisor.

After a period of time I was connected to Jackie who confirmed she would put the new work order in, but no one would be able to come until Friday. I expressed my displeasure, but she insisted there was nothing she could do.

A few hours later I received a call on my cell phone from Ken, a repairman in my area saying he could come over and check things out if I was going to be home. Ken came and quickly discovered the problem was at central not at my end, and it would need to be fixed at central.

Finally on Friday morning my system was up and running again. I got a call from Ken checking to make sure the system was working and apologizing for all my difficulties.

So, after 3 frustrating days of miscommunications between Frontier Departments, misleading information to me, and a major waste of my time, my problem was resolved. At no time during that period, or since, have I received any updates or apologies from Frontier Customer Relations. Those came only from Ken, my local repairman.

Needless to say I am very unhappy with my Frontier experience.

Joy Barbre
548 Marsh Dr
Delano, MN. 55328
(763) 972-2544
drjoyb@yahoo.com

Sent from my iPad

From: RICHARD BERGQUIST
To: Staff_CAO (PUC)
Subject: Frontier Communications
Date: Tuesday, February 20, 2018 7:26:15 PM

Saw your article on Frontier and their practices. We were Frontier customers for 32 years, having no other options in Minnetrista, MN. when we tried to cancel our land line, it took two billing cycles and several irate calls to get away from them. They then insisted that we **take a gift card** for the credit of approx. \$75 for our current balance. The reason for the credit was because they habitually tried charging us with late fees as their billing date kept moving around. We have super high credit number and paid them at least one month in advance to avoid having to deal with them. The gift card didn't arrive and I was told they had processed it and it would come soon. The agent said "we have been having trouble with our gift card supplier and it will be another 6-8 weeks before it reaches you. About 10 weeks later, we got a piece of what looked like junk mail with NO FRONTIER ID on it. We opened it and finally got our gift card. When presenting it, it was bogus. I complained and 8 weeks later got another one that worked...same blank mailer. Yes, I'm glad we are done with Frontier.

Oh, by the way...back in the 80's. I got slammed by them for extra charges as they subcontracted some of their long distance...took two years and dozens of calls plus non-payment on my part before one fine customer service agent admitted that it was a common practice and "no, I can't screw up your credit rating". He took care of it.

In addition, if you check out the Mound, MN area for Frontier, it historically has been one of the worst service areas in the state. We live on Lake Minnetonka and suffered through unbelievable service quality and interruptions over the years.

Let me know if you ever get at these bastards, I'll gladly pile on.

Sorry for the rant. Just can't help myself when the name Frontier comes up. We are now in Florida for half of our time. Frontier attempts to sell us here. Needless to say, we hate them and avoid same.

Contact me at any time if you wish.

Rick Bergquist
612-619-9435

Sent from Outlook

From: thebodines@frontier.com
To: [Staff, CAO \(PUC\)](#)
Subject: Utilities Commission Docket No. 18-122
Date: Friday, August 24, 2018 1:54:55 PM

This letter is in response to a call for comments and complaints for the above referred to public hearing about Frontier Communications' customer service, billing practices, and their system reliability and adequacy.

We can tell you from personal experience that "customer service" from this company is nonexistent. They are extremely difficult to contact, and if and when you do, they are aloof, uncaring, unresponsive, and downright rude. Our most recent major complaint was when our service suddenly was completely inaccessible (we have a bundle package which includes a telephone land line and high speed DSL). It took hours to get someone to answer our call to report the outage, which in itself was very frustrating given we did not have home access to a phone or computer to contact them. After a ridiculous amount of time being left "on hold", on more than one occasion, and after relating to them that we were elderly customers with health issues, and that our mother of 90 years old needed to be able to contact us, as well as the other way around, they were unable to provide us with a projected repair date for several days and were not apologetic in the least. After several days went by, We visited the local office of Frontier in Lindstrom, and after explaining our situation to her, we received a response that was even more vague, and again, not apologetic in the least. In fact, we were told that new hookups in the area receive priority over repairs to existing customers, and "they would get to it as soon as they could". They simply do not care about their customers.

The repairman showed up 8 days to later. We were assured by customer service that we would receive credit for the amount of time our service was disabled., which of course never happened, and is just not worth the hassle of another phone call. We should add that this is not the first time we had this type of experience with Frontier. Also, the internet service is frequently interrupted, and frequently very slow.

As far as billing, we were notified that they instituted a policy that requires us to receive billings electronically only, or pay extra fees or risk cancellation of service. Ironically, the service is not dependable enough to ensure receipt of the bill in a timely manner. Additionally, someone is dropping the ball when it comes to processing promised refunds for service outages.

In short, we are unhappy with every aspect of the terrible service they provide, but are unfortunately forced to use them at this point with the lack of other vendors in this area.

Robert and Renee Bodine
29132 Golf Drive
Lindstrom, MN 55045
651-257-1909

From: Debra Boldt
To: [Staff, CAO \(PUC\)](#)
Subject: Frontier Telephone
Date: Wednesday, September 26, 2018 4:14:18 PM

I live in Glen, Mn after retiring in April of 2017 previously living in the Twin Cities. I have Frontier Telephone for my landline, wifi and Internet service. All of which are not working more than they are working. Telephone calls to Frontier in this regard have found to be useless. My husband and I have spent hours on the telephone with Frontier (4 hours in the last week) to accomplish nothing. Last Monday I spent 2 hours on the line with Frontier trying to regain wi-if service that had been out for 3 days. This was after I unplugged the router box to try to reset the WiFi which sometimes works, but most of the time does not. What will work, it to wait it out and check daily to see if it has come back up. Meanwhile, I am paying for daily service which I am certainly not getting. My land line goes out every time it rains, snows or has high humidity. Living in Minnesota this year, you can imagine how often I have not had landline service. Cell phone service in this area is non-existent which is why we have to have a landline.

My landline was out last Saturday through Monday. Monday the landline worked but the wi-if went down. After Frontier had me re-program my SSID and my IP address, my WiFi began to work. However, it knocked out my smart TV, Hulu, Netflix and my printer. I am not a young person and cannot correct these issues. This is the 3rd time in a year and a half Frontier has put me through this routine only to knock out all my other devises that run off the WiFi. I have to go without these other devises until which time I can get someone who knows what they are doing to correct my other devises. Of course, that means I am paying for Netflix and Hulu while I can watch it. Today the WiFi was out once again. Another call to Frontier and another hour on the phone. The Frontier agent told us they have no records of my calls other than last Saturday for my landline which is scheduled to be fixed on October 2, 2018. How can this be with all the calls I have put into them in the last year and a half? What kind of records do they keep. My landline was working on its own on Monday without Frontier doing anything, they still had an open ticket to fix the landline on October 2. Now that call was made on September 22, not to be schedule for repair until October 2. Again, I am paying and expected to pay for telephone service I am not receiving. My husband is disabled and is currently going through many medical procedures and surgeries. A little over a month ago, my husbands medical facility had to reach us through our emergency contact as our landline was out for 2 weeks. We called it in and were told it would be 2 weeks until they could get a tech out to look at it this. This is not acceptable.

We are not the only persons going through this. Our neighbors are all having the same issues. Today Frontier told me it is normal to have to unplugged your WiFi box up to 20 times a day in order to get it working again. This, most certainly is not normal.

Frontiers repairman told us the equipment is very old with too many lines running off of it which is why this is happening. Because we live on a lake with summer residents, the repairman will switch a line not working with a line that is a summer resident as they are not at their cabin and won't know it is not working until they visit again. When that person calls in a repair, the repairman will then switch it with a different summer resident. Frontier has to do something about updating their equipment if they intend on servicing our area as it should be serviced. We did not have this issues in the cities. Frontier is our only choice in this area. If we could switch to another company, myself and our neighbors would. If we want landlines and WiFi with Internet we have to use Frontier and pay for service we will only get half the time and spend the other half frustrated and upset. CenturyLink telephone is 1000 feet from our home but we can't use them. We are at the very border of CenturyLink and Frontier. If we had a choice, we would go through CenturyLink.

Frontier does not appear to care if your service is working or not. They will give you no answers, no last names, no direct contact numbers and most of all, will act as though they are doing you a great service when in fact they are not.

I completed Frontiers electronic survey in which "Andrew" who identified himself as a supervisor called with follow up questions as to the very negative remarks I gave them on the survey. Andrew ended the call stating he will pass on all the information I gave him but he cannot be sure what if anything will be done. I was not surprised. Frontier does not do anything other then pacify us with their "yes ma'am and I will make note of this, and we

appreciate your business“, only to find they have no records of my calls nevertheless have any notes on all or any of our phone, WiFi and internet issues.

Please forward my e-mail to those that have the power to help find a solution for the above issues.

I would greatly appreciate any assistance in this frustrating matter.

Debra Boldt
320-684-2471
31306 328th Place
Aitkin, Minnesota 56431

Sent from my iPad

1 JUDGE OXLEY: Let's take it.

2 MS. TERRI KERWIN: Thank you.

3 JUDGE OXLEY: We'll mark it as Exhibit 17.

4 Sandra and Randy Brincefield?

5 MS. SANDRA BRINCEFIELD: Mr. Saville, I want
6 to address your comment your first comment. It sounded
7 like -- you were talking like customer service has
8 talked to me since 2008 when you said, Oh, if you have
9 an issue, if you have this, if you have that, this
10 isn't about customer service or a broken line; this is
11 overall bad connection. There is no fix for it. We've
12 been told that by techs. We've been told that by
13 people on the phone. Of course, then like the lady
14 back here had said earlier, then you get the
15 conflicting reports, it's the guy in the truck's fault,
16 no, it's their fault, or it's your modem, lets send you
17 a modem.

18 I want you to know, though, that the poor
19 service affects people in more ways than just
20 frustration. It's a lot of stress involved. I've lost
21 job opportunities. I'm a public health nurse. I've
22 turned down a job working with Philips TeleHealth
23 working at home because I can't pass the speed test. I
24 still won't. I think it's still worse now, as people
25 have said, more people move into the area.

1 It's an educational problem. I've had eight
2 children raised in my home. We're down to one. He's
3 actually home schooling, but public school requires the
4 kids to have internet service, and I haven't heard it
5 addressed yet tonight. They're kicked off numerous
6 times. Since we live in Taylor's Falls, my sons, who
7 are now adults, went over to McDonald's and hawked off
8 their wifi over there to finish their reports at night.
9 Some of them, they would go to a friend's house in town
10 that had MidContinent, I think it is. Midco won't come
11 and serve us. We don't have an option. They're about
12 1200 feet from us. We're on the wrong side of 95.
13 Thousands of dollars, like someone else said.

14 So I also recently went back to College of
15 St. Scholastica, and luckily, I was able to inform my
16 professors ahead of time on the frequent disconnects
17 because once you log into those tests, you don't go
18 back in without the F. So that was resolved, and I
19 preempted that.

20 The hundreds of dollars that I have sent to
21 T-Mobile for using their service for communication
22 through the years since 2008. We have duct tape on a
23 box I'd like reimbursement for. We called four or five
24 times. The box kept falling apart for years. Out on
25 the highway, the Frontier guys drive by. They don't

1 ever put them back together. I drive to St. Paul every
2 day too, and you can pass all their boxes. They're
3 laying all over. We taped it up finally. We just got
4 tired of the bees making hives in there. It was hard
5 to mow around it.

6 We live next to the, I think you call it the
7 Kahbakong Cemetary on 95 as you head into Taylor's
8 Falls from North Branch. There's how many yards?
9 Yards and yards of above-ground cord that have been
10 there since we moved in in 2008. The boxes are open,
11 the weeds and God knows what else is growing inside the
12 phone boxes. Even if they are abandoned, it's an eye
13 sore, but to my knowledge and what I've been told,
14 those are live telephone lines right there. I used to
15 think that when it rained the lines were getting wet,
16 and I'd call customer service and say, you know, every
17 time it rains you must have a cut in the line. But
18 then I realized it was just overload on the lines and
19 everybody ran in the house. Because when I did go back
20 to school, at 10:00 every night in the summer, everyone
21 was going in too every time it's dark. At 5:00, we had
22 one up, and I think my son sent me a SnapChat while we
23 were out here: .26 down, and that is not wifi. That's
24 plugged in.

25 My bill is 90 something a month. I don't

1 even look anymore. I don't pay it on time because it's
2 like a forced bill that you need it for the little bit
3 you get out of it, but you don't want to pay it. So
4 right now it's 270 bucks. So I'll be forced to pay the
5 180.

6 I asked about dropping the phone line because
7 it didn't work, like this other lady said. If they fix
8 the internet, the phone line doesn't work. So we all
9 have cell phones. We don't even have our phone plugged
10 into it, but I said, you know, maybe if I could save
11 money on it anyway, I'd have the phone line. Oh, yeah,
12 it'll be \$60 a month instead of 90. So then I talked
13 to my husband. We decided to do that. When I called
14 back, it wasn't, after all, going to decrease the bill
15 at all. We were going to stay at 90, with tax. So we
16 didn't make any changes because we don't want the other
17 billing issues that everybody else around us has.

18 We've been told by technicians that we're on
19 the end of the line too. And then the funny thing is,
20 one technician will say you're run out of Taylor's
21 Falls and then the other one will say you're at the end
22 of the line from Almelund. So they can't really make
23 up their mind.

24 I pay for the highest speed possible. There
25 is some rewiring they did on a box. There's two -- I

1 couldn't understand what he meant. There's two lines
2 but it's only one line. And again, any time there is
3 an outage and you call them, then I'm required to take
4 a day off of work because of course the problem has to
5 end up in your house. So there is just no getting
6 around it with them. When I told them no, they
7 pandered their way past my middle school kids and got
8 into the house to try to find something wrong in there.

9 UNIDENTIFIED SPEAKER: And their service
10 windows are 8 a.m. to 4 p.m, is their arrival.
11 Anywhere in between.

12 MS. SANDRA BRINCEFIELD: So with respect, Mr.
13 Saville, one only needs to view any post Frontier makes
14 on Facebook and see the miles and miles of complaints
15 across the country. It's a nationwide issue.

16 We came from Hibbing, up on the Iron Range,
17 and left CenturyLink. I was never so happy when my
18 husband said he'd move to the Cities, although Taylor's
19 Falls is as far south as I could get him. So I could
20 come back home and I could be modern again. I was
21 really shocked that I have dial up speeds or no
22 internet access at my house. CenturyLink was doing a
23 wonderful job in Hibbing, and I'm not really sure how
24 far and how many miles of cable they had to run to get
25 to Hibbing. Thank you.

From: [Jane Brown](#)
To: [Staff, CAO \(PUC\)](#)
Cc: ribrown223@gmail.com
Subject: MPUC Docket Number P407,405/CI-18-122
Date: Wednesday, October 03, 2018 12:20:39 PM

This is a complain about Frontier's telephone customer service. Yesterday, 10/2/18, our Frontier land line quit. I called Frontier Customer Service and had to hold for 26 minutes and then spoke to MaryLou, who took forever and was useless. She told me she could tell that the "break in the line" was not in our house. I explained that the problem was probably related to the two utility trucks .7 mile down the road working on high speed internet lines. She clearly disregarded that information and told me that a technician would be at our house on 10/11. That would be 9 days without phone service!! I told her that was unacceptable by anyone's standards. She said there was nothing that could be done and texted a trouble ticket with that date.

This morning, I called again and somehow got routed to the wrong department, but the gentleman told me that he could see that a technician would be at our house today. Then, I was transferred to the "right" department and was told by an abrupt, almost-rude man (Jimmy) that a tech would be at our house today. No explanation. No interest in hearing what I thought was the problem.

Around 10:00, a Frontier tech truck drove up and a very pleasant young man introduced himself—Jason. He didn't need to come in, just said he was going to start at the box down our long driveway. Shortly he was back to explain that the guys in the two trucks who were working on the new high speed Internet boxes had not reconnected our telephone line yesterday. Problem solved.

There seems to be a disconnect between the "Customer Service" phone reps (in Texas) and the technicians in rural MN. In our experience, Frontier is a poorly managed company. The actual local service people are fine and do a nice job, just probably spread too thin.

Due to poor customer service and slow speed and constant disconnects, we already had dropped our Frontier internet service and now have satellite service. Dropping our Frontier land line is next.

R. Jane Brown
Askov, MN

1 made four calls and to this day no one has returned
2 the calls to tell me whether I can get access and
3 when I should expect it.

4 So I'm a person that actually is kind of
5 hooked into much of the communication network about
6 what's supposed to happen with Frontier and what's
7 supposed to happen with broadband, and it is like a
8 total black hole in terms of information.

9 So, I don't know if -- this is my
10 brother, Dale Burkhardt, also lives in rural Martin
11 County, he has his own story. Do you remember a
12 story, too?

13 MR. DALE BURKHARDT: A little bit.

14 MS. JEAN BURKHARDT: A little bit. So I
15 could yield my time to them, or whatever.

16 JUDGE OXLEY: Mr. Burkhardt, would you
17 like to speak?

18 MR. DALE BURKHARDT: Oh, I think I can.

19 Dale Burkhardt, B-U-R-K-H-A-R-D-T. I
20 live 10 miles northwest of Trimont.

21 Back in the first week of July, we did
22 some tiling. Our tiling guy cut across a county
23 road and a township road. We had -- our tile guy
24 called in, got all the lines marked. We actually
25 had Frontier out there when they were digging. They

1 marked a line and said we think that's abandoned.
2 It wasn't. It was my landline and my Internet.
3 That was the first week of July.

4 July 16th, a guy from Watertown,
5 Minnesota showed up out there because I had called
6 in and said I don't have a landline, I need it
7 fixed. This guy from Watertown showed up on a
8 Saturday. He goes and hooked up his cute little
9 electronic thing and said yep, cut 2,051 feet from
10 your house. I said, yeah, right down there, I can
11 show you where it was. He said, okay, I'll go check
12 it. He went down, came back. He said it's cut, but
13 it's too deep for me to fix. You need a whole new
14 line from your corner a half a mile all the way to
15 your house. Because Algonquin Wind and Xcel Energy
16 put two substations, and my line runs right in
17 between two of them and there is a buzz on my line.
18 I can't even use my answering machine. She said you
19 need a whole new line because you're getting
20 induction from those substations. I said, okay, put
21 an order in. She said, yep, they'll be out here in
22 a week, week and a half.

23 Every week and a half or two weeks I've
24 been calling Frontier. Where are they? Well, the
25 order is in. Well, send another guy out. Nobody

1 shows up. I have been hung up twice on customer
2 service. They said we don't need to talk, we've
3 already got it, thank you for your business.

4 On September -- no, August 25th, I was
5 sitting in my house, right inside my glass -- my
6 sliding glass door. I had an order in. The guy was
7 supposed to be out there that day on the 25th. At
8 8:00 at night I looked on the computer and it said
9 task completed. Jean talked to customer service and
10 they said, yep, the guy was out there, he fixed it,
11 he came up and he put a stick or hung something on
12 your doorknob. I said bull. I was here all day,
13 there is nothing here. He's a liar.

14 Now, on -- or two and a half weeks ago I
15 had a guy come from Texas. A contractor, not
16 Frontier. A contractor. He said, I'm here to check
17 your wire. I said okay. He's west of my house, my
18 line goes east. He goes, I can't find where it's
19 broken. I said, no, you wouldn't, because the line
20 goes east. I said I'll show you exactly where it's
21 at. We went out there and I showed it to him. We
22 went back to my house and he put his cute little
23 monitor on and said the line is cut 2,051 feet out.
24 I said I know that, I just showed you that. So he
25 went out there and he checked everything, he came

1 back and he said, yep, the order is in, they should
2 be here any time. That's two and a half weeks ago.

3 I still don't have a landline. I don't
4 have an Internet. I own a spraying service and in
5 August and September -- or July and August I do
6 spraying. I've been hearing that guys have been
7 trying to get ahold of me to do spraying. No
8 landline. I'm getting a little fed up. Maybe
9 that's why they hung up on me, 'cause I did use some
10 vile language because I am tired of this. I don't
11 understand.

12 That's all I got to say.

13 JUDGE OXLEY: Thank you, Mr. Burkhardt.

14 Mr. Roy Schmidt. Good evening,
15 Mr. Schmidt.

16 MR. ROY SCHMIDT: My name is Roy Schmidt,
17 S-C-H-M-I-D-T.

18 I haven't had Frontier now for four
19 years. And the reason I am here is because the last
20 time I had Frontier, I called in to complain because
21 they had called me two years earlier and promised me
22 high-speed Internet. And, of course, the bill
23 reflected that immediately, that they were going to
24 provide the high-speed Internet. Well, it never
25 changed. So after a year I called them back and I

From: [Rebecca Carson](#)
To: [Staff, CAO \(PUC\)](#)
Subject: Public Comment for Docket 18-122 regarding Frontier Communications
Date: Friday, May 25, 2018 4:29:55 PM

Hello, I would like to submit comments on Frontier Communications in this case:

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

Information about me:

(Note to PUC staff--I would be glad to speak with anyone and will share my address and home and cell phone numbers with you, but want to limit what is in a legal document that is shared with the public. Email me and I will respond by phone or email.)

Name: Rebecca Carson

Address: Montgomery, Minnesota

My husband and I have had Frontier Communications phone and internet service since 1989.

Service has always been poor. When we moved to the farm, the company was Vista, and we were actually on a 4-party line.

Later, we got dialup internet and could not get high-speed internet even as late as 2007.

Service has been poor. Several occasions there have been outages in phone service that have lasted 2-3 days, over a weekend. It could be a serious problem if we didn't have cell phones in the case of an emergency, and we have mentioned this to Frontier customer service phone support staff.

We have called in many times to complain about poor line quality, buzzing on the line due to obvious shorts and internet service continuously dropping and having to be restarted (also probably a result of shorts in the lines). Every time the customer service staff warn us that we could be charged if the problem is inside the house, but it has NEVER been inside the house.

Our phone lines are underground and have been in place since 1989, with no upgrades.

I have photos of the highway phone boxes being left open for many months, wires hanging out in all weather, winter and summer.

I feel that we have been overcharged for internet service that is called high-speed internet but is very slow, both download and upload speeds much lower than advertised.

There is no way to get in contact with anyone in the executive offices of Frontier -- You simply cannot locate anyone to lodge a complaint higher up than the phone operators.

I have written info regarding recent phone calls to customer service and would be glad to submit this information but need to send this email now so that it will be included in the

comment period for the puc

Rebecca Carson

Public Utilities Commission
121 7th Place E.
Suite 350
St. Paul, MN 55101



RE: Frontier Complaints
Docket # 18-122

We have been customers of Frontier for many years. We have a landline that doesn't always work especially if we have wet weather and then we have such a loud hum we can't hear the other party we are talking to.

Quite a few years ago, we signed up for what was supposed to be High Speed Internet. We have never had high speed internet and dial up was much faster!! Our internet goes out frequently and usually isn't repaired for 2-3 days. In December, our internet was out for almost 2 weeks. We called the repair line twice and it finally came back on after Christmas. I had to call to request credit for the time we were out otherwise we would have been charged the full fee.


We pay \$39.99 just for the internet each month and with the poor service that is way too much! Frontier should never have offered high-speed internet as they apparently knew they did not have the infrastructure to support it.


Craig & Susan Cole
4906 County Road 13
Littlefork, MN 56653

From: Consumer Affairs Office
To: [Staff, CAO \(PUC\)](#)
Subject: Consumer Complaint/Inquiry Form [#67]
Date: Wednesday, February 28, 2018 11:56:24 AM

Name * Serenity Cox

Business Name Green Isle Community School

Mailing Address *  190 McGrann St PO Box 277
Green Isle, Minnesota 55338
United States

Service Address  190 McGrann St PO Box 277
Green Isle, Minnesota 55338
United States

Home Phone Number (507) 326-7144

Work Phone Number (507) 326-7144

Email Address Serenity.cox@greenislecommunityschool.org

Name of Electric, Gas, or Telephone Company * Frontier Communications

What type of utility company is your complaint about? * Landline telephone

Have you contacted another agency or organization about this issue? * No

Have you contacted the electric, gas, or telephone company? * Yes

Person Contacted at Electric, Gas, or Telephone Company Several

Write details about your concern, the steps you have taken to try and fix the problem, the company's reponse, and the action you would like the utility company to take. *

In August we changed phone providers as we found a more efficient and cost effective company to work with. Since we are a very small school, cost is always a huge factor. We did not have a contact with Frontier in our files.

In October we received a bill for \$4,300. When called they stated that this was early termination fee from our contract. In November and December the financial officer for the school was investigating the bill and determined that neither we, nor Frontier had a copy of the contract that was supposedly broken. In January the Director of the school called and opened a claim with Frontier. In the claim we requested a copy of the written contract signed by the school. Although Frontier states they could not find a contract on file, they denied the claim stating that we are still responsible for the \$4,300.

State law requires your signature in order for us to contact the utility company about your complaint. The information I have given is true and Serenity Cox

accurate to the best of my knowledge
and may be used as state on this
form. If you do not sign this form, we
will return it to you.
Your Signature: *

1 they would like to speak who have not had an
2 opportunity to speak so they will go first. And
3 then I'll ask anybody who has a further thought,
4 even if you didn't sign up, I'll give you a chance
5 to speak. So that's the program.

6 We'll start again at 3:45.

7 One more thing. If you can get -- if
8 you'd like to read a copy of my report, it's
9 available on the Commission's website. If you have
10 problems with Internet access and can't get it that
11 way, there's a sign-up sheet on that desk and we'll
12 mail you a copy of it.

13 Thank you.

14 (Break taken from 3:28 to 3:46.)

15 JUDGE OXLEY: So we're ready to resume.

16 We're back on the record again.

17 The next person to speak is Sharon
18 Danley.

19 MS. SHARON DANLEY: Danley. That's all
20 right, I scribbled.

21 Good afternoon, Judge.

22 JUDGE OXLEY: Good afternoon.

23 MS. SHARON DANLEY: Thank you for taking
24 the time to talk to us and listen to our concerns.

25 Sharon Danley, D-A-N-L-E-Y.

1 And we've been long-time customers of
2 Frontier, probably about 25 years. Really didn't
3 have any issues until Vantage came to town, but
4 because we're Charter customers for cable and we
5 were thrilled that we had some other option because
6 Charter is a fortune. And so we checked into
7 Vantage and we had them come out and we were told
8 that we could keep our landline as is and just have
9 the Internet and cable through Vantage.

10 JUDGE OXLEY: And you live in?

11 MS. SHARON DANLEY: Oh, I live in
12 Lakeville. Sorry. Not too far from here.

13 And so we had them install it. We were
14 told there was not going to be any installation
15 fees. We went to the local office on Cedar and did
16 everything through them. They came out, they put it
17 in. A day or two later we found out the phone
18 wasn't working because they had switched it to the
19 voice over IP, or DSL, or whatever it was, through
20 the Internet they did. They disconnected the
21 landline. And we found that out because my husband
22 turns the Internet off every night so he turns all
23 the power off downstairs, and our daughter was
24 trying to call us and she couldn't get ahold of us.
25 We had a cell phone and she ended up calling that.

1 That's when the nightmare started of trying to get
2 them to switch our phone back to the landline,
3 because that's what we wanted, we didn't want it
4 through this other thing.

5 In trying to get somebody in customer
6 service, it was awful. They couldn't understand
7 what we were trying to tell them. They didn't know
8 anything. They transferred me here, they
9 transferred me there. I couldn't get ahold of
10 them -- you know, I work at a school and so I tried
11 to call after work. I can't get ahold of anybody
12 and so then I'm calling during work. I was on the
13 phone for an hour at times, an hour and a half one
14 time. It was just crazy. It took about a month to
15 get that all straightened out.

16 JUDGE OXLEY: So to make sure I
17 understand, you originally had telephone service
18 from Frontier through a landline?

19 MS. SHARON DANLEY: Correct.

20 JUDGE OXLEY: You attempted to go to
21 Vantage.

22 MS. SHARON DANLEY: Vantage.

23 JUDGE OXLEY: That service didn't work.

24 MS. SHARON DANLEY: Correct.

25 JUDGE OXLEY: You wanted to return to

1 your landline service from Frontier.

2 MS. SHARON DANLEY: We wanted just the
3 Internet and cable through Vantage and to keep the
4 landline. Because we power everything off overnight
5 and then the phone doesn't work.

6 So it took about a month to get them to
7 figure this all out. And then they charged \$357 for
8 installation so I had to try to get that reversed.
9 And then I was trying to tell them that I paid a
10 Vantage bill of \$89, which was supposed to include
11 my phone as well, but I still was paying the
12 Frontier phone bill. And I couldn't get them to
13 credit me for the Frontier because that wasn't even
14 working.

15 Do you understand that?

16 JUDGE OXLEY: I'm not -- I don't think I
17 do.

18 MS. SHARON DANLEY: So the package deal
19 with Vantage was the phone with the Internet and the
20 cable, but they said that the phone would be
21 still the landline and that would be included in
22 that \$89. And then in the meantime we still had the
23 separate Frontier bill for phone. Okay?

24 JUDGE OXLEY: Okay. So you were getting
25 two bills.

1 MS. SHARON DANLEY: Two bills. And then
2 the landline wasn't even working because they
3 disconnected it. So I was trying to get them to
4 credit me for that. And I still don't think I ever
5 got the full credit for it. But they just went
6 round and round. So we finally got everything
7 straightened out. We returned all the equipment to
8 Vantage, we went back to Charter, it just wasn't
9 worth it. My husband said forget it, this customer
10 service, we weren't going to worry about that down
11 the road and have the same issues because there was
12 no customer service. It just was terrible, you
13 know. So I've got bills and stuff here.

14 And then everything was fine until now
15 recently, besides bills keep going up, maybe I've
16 got to check into those tax things like other people
17 were talking about, but this last two months I've
18 been charged for three-way calling and I don't know
19 why. So I call them up and I told them I didn't do
20 no three-way call, I don't even know how to do the
21 three-way call. And so they fixed it the first time
22 and then it just happened that this last Friday I
23 got an email saying my bill was overdue, and I'm
24 thinking how can it be overdue, I paid it online.
25 So I went and double-checked, yes, I did, I paid it

1 online on time. I called and couldn't get any
2 customer service. I think it was like I was
3 thirtieth on the queue. So I tried the chat thing
4 online, and that was even like fourteenth. So I
5 said, oh, forget it. And that was on Saturday. So
6 Monday I called after work and I was able to get
7 ahold of somebody and said I don't understand why my
8 bill is overdue and he said it's not overdue, it
9 looks fine to me. I go, then why is it \$60? And he
10 goes, oh, that's because you have three-way calling
11 added. I don't have three-way calling. I don't
12 understand, this is the second time this has
13 happened. And he said, well, didn't they block it
14 the last time you called about it? I said no, they
15 didn't say anything about it. So he went and
16 checked through it and everything and he blocked it.

17 I says, now, we do star 82 to unblock our
18 number, because we have a blocked number, I go, is
19 that doing something, is that changed? He says, no,
20 three-way call happens when you think somebody has
21 hung up and they haven't hung up and you go to make
22 another call. So you don't even put a code in. And
23 that's crazy. I goes, well, that's stupid. So I
24 guess that's why he wanted to have it blocked, so
25 that it doesn't happen. It sounds like it's just a

1 glitch in their system.

2 But that's our experience. It's just
3 very, very poor customer service. You know, trying
4 to get ahold of people that know what they're doing.
5 I asked to talk to supervisors, I asked to talk to
6 managers. I tried to contact the corporate office.
7 I even tried to go to the building in Burnsville off
8 of Burnhaven Drive. You can't even get into that
9 building to talk to somebody. It's like, okay, you
10 couldn't even get into the building to talk to
11 anybody.

12 So that's my experience. And that was a
13 month -- that was a year and a half ago, that was
14 the Vantage, when it was fairly new to Lakeville.

15 JUDGE OXLEY: Thank you for your
16 testimony, Ms. Danley.

17 MS. SHARON DANLEY: Do you want these at
18 all?

19 JUDGE OXLEY: We'd be happy to mark it.

20 MS. SHARON DANLEY: That's up to you.

21 JUDGE OXLEY: So we'll mark it as
22 Exhibit 34.

23 MS. SHARON DANLEY: Thank you for your
24 time.

25 JUDGE OXLEY: Richard Orndorff.

From: [Dietz, Diane \(COMM\)](#)
To: [Staff, CAO \(PUC\)](#)
Cc: [Rebholz, Michelle \(PUC\)](#); [Doyle, Greg \(COMM\)](#)
Subject: FW: complaint of Frontier
Date: Monday, September 10, 2018 1:14:49 PM

Hi:

Would you please e-file this as a public comment in Frontier Docket 18-122? Thanks much.

Diane Dietz
Public Utilities Analyst
Minnesota Department of Commerce, Telecommunications
85 - 7th Place East, Suite 280, St. Paul, MN 55101-2198
(651) 539-1876

From: Dan Darbo <ddarbo@isd2711.org>
Sent: Friday, September 07, 2018 9:55 AM
To: Dietz, Diane (COMM) <diane.dietz@state.mn.us>; R. Burich at City of Hoyt Lakes <rburich@hoytlakes.com>
Subject: complaint of Frontier

My name is Dan Darbo. I am the manager of the Golf Course Clubhouse which entails Food, Beverage, golfing Services, and numerous items and goods for sale. We had a phone and internet through Frontier to enable us to use credit cards for purchasing goods and services.

Throughout the last several years, the phone and the internet have had to many outages to mention. Over the last several years, we have had to turn a lot of business away because the credit card (internet) wasn't working.

This past year was horrific. In June I lost the phone service and the internet. I called Frontier (which actually took 2 days to get through to talk to some one, and I told them the problem, and their response was they have it on a list and would be able to get their and fix it in 25 days!! A city worker and myself found another modem and worked on the system for 3 days and we got it working. The Frontier person did come in 25 days and replaced the modem and got everything going. 2 weeks later the same problem happened. I had no phone and no credit card service. I again called in the problem, and again I was told it would be close to 30 days before they could fix it. Can you imagine trying to run a business without a phone and credit card.

That was the last straw. I had to do something to be able to run the business. I called Hughes network, and they were there in 2 days and installed a new phone service and a new internet service. Frontier did come in 30 days and I told them to pull everything and we couldn't operate like this anymore.

I have never seen a company with such low and terrible customer service. Get this, in the last several years the 2 men that worked for Frontier to fix problems lived in Hoyt Lakes which is 1 mile away from the Golf Course. The other thing is that you could never get ahold of anyone when you called them--you would be put on hold for hours and hours.

If you need to talk to me my number is 218-750-0495

1 we'll get it back to you.

2 Thank you for your testimony,

3 Mr. Tolzman.

4 Mr. Mark Doffing. Welcome, Mr. Doffing.

5 MR. MARK DOFFING: Thank you.

6 My name is Mark Doffing, M-A-R-K,

7 D-O-F-F-I-N-G, that's my last name.

8 Good afternoon. I'm the president of
9 Local 7270, Communication Workers of America in
10 Minnesota. I have been a technician for over 40
11 years. I am speaking today as a representative of
12 over 100 CWA members, working technicians in call
13 centers for Frontier in the southern Minnesota area.

14 I want to thank the Minnesota Public
15 Utilities Commission for calling these hearings to
16 address the very real service problems that Frontier
17 customers are experiencing.

18 Our members are on the front line working
19 with customers every day. They see the problems
20 that customers experience firsthand. They have
21 witnessed the changes in business practices and
22 understaffing what are the underlying cause of these
23 problems. Simply put, Frontier has not invested
24 sufficiently in the network -- excuse me -- in the
25 network in Minnesota and in the level of workforce

1 necessary to provide quality service.

2 For Minnesota customers, Frontier's lack
3 of investment has led to deteriorating plant that is
4 increasingly difficult for our technicians to
5 maintain. As a result, our technicians are forced
6 to jury-rig quick fixes because Frontier won't
7 repair or replace the damaged cables, poles,
8 cabinets, other network infrastructure to ensure
9 that customers receive the reliable, high-quality
10 phone and Internet service that they are paying for.

11 Ironically, by refusing to spend the
12 money to repair or replace aging infrastructure,
13 Frontier creates more work, forcing technicians to
14 put Band-Aids on issues that they know will need to
15 be addressed again soon.

16 Let me give an example, an example with
17 many real-world instances in the Commission's
18 record. A customer calls in with static on the line
19 or no service at all. Our technicians discover that
20 the problem is damaged cable that has taken on water
21 causing a static or out-of-service condition. The
22 real solution is to replace the cable, but Frontier
23 refuses to approve this expenditure.

24 JUDGE OXLEY: Mr. Doffing, I think the
25 microphone has drifted away from you.

1 MR. MARK DOFFING: I'm sorry. I'm not
2 accustomed to doing this.

3 JUDGE OXLEY: You're doing great.

4 MR. MARK DOFFING: My bosses are here,
5 too, so.

6 JUDGE OXLEY: That's the one good thing
7 about my job.

8 UNIDENTIFIED: Yours seems to be better.

9 JUDGE OXLEY: My microphone is better?

10 MR. MARK DOFFING: Is this better?

11 JUDGE OXLEY: Sounds good to me. Okay
12 out there?

13 MR. MARK DOFFING: The real solution is
14 to replace the cable, but Frontier refuses to
15 approve this expenditure. Instead, our technicians,
16 who want to help the customers, come up with
17 Band-Aid solutions. They might transfer the
18 customer to clear cable further down where the water
19 damage hasn't reached yet, and they know this is
20 only a short-term solution, that the water will
21 eventually reach the connection and another fix will
22 be required. Or they might use service wires to
23 bypass the damaged cable service wires that are not
24 protected from the elements the way the cable is,
25 more prone to damage from weather and animal bites

1 and so on. When the wire deteriorates, the
2 technicians will be called out again to restore
3 service.

4 Let me give one particularly egregious
5 long-running example. We have a situation on
6 Redwood Avenue in Apple Valley that has been going
7 on for the last decade. Technicians have been
8 running wires from pole to pole, stretching further
9 and further over time. This has circumvented this
10 bad cable from Frontier replacing for a decade or
11 possibly even more. I have personally worked on
12 this particular situation.

13 In the Lakeville area, this is not the
14 shortage of technicians, especially those working in
15 the central office responding to issues. In the
16 more rural areas of southern Minnesota, two outside
17 technicians are now doing the job that used to be
18 done by eight. That's one central office tech for
19 the main central office down there and then one
20 outside tech for the whole town of Fairmont. We
21 have put in some contractors as a safety net just to
22 help get service to people, but we're looking for
23 CWA members, we're looking for front line employees
24 to replace those positions.

25 Our technicians now have to multitask at

1 various points doing the job of business
2 technicians, residential technicians, central office
3 technicians and cable splicers. What this means is
4 a lot of these jobs, we used to be separated, we
5 have specialties, you know, cable, I&R, now we're
6 being asked to kind of be a jack of all trades.

7 As a result of such low staffing levels,
8 responding to trouble tickets gets pushed out as
9 overworked technicians struggle to meet their repair
10 schedules. It also means that when a technician is
11 off the job there is no one there to do the work.
12 This all results in customers waiting many days for
13 repairs. It is common for our techs to see trouble
14 tickets left unresolved for days or weeks.

15 For instance, a customer recently felt
16 compelled to come in person to a local Frontier
17 central office in Minnesota because his 90-year-old
18 mother had been without phone service for a week.
19 This is simply unacceptable. Our technicians know
20 that preserving our jobs means strengthening
21 Frontier's business. We know that Frontier's
22 business depends on investing in the resources
23 necessary to provide quality service.

24 Frontier's lack of investment in the area
25 is a frustration for customers who receive poor

1 service. It's also a frustration for our members.
2 CWA technicians want to be in a position to provide
3 great service and keep customers satisfied. There
4 are solutions to these problems.

5 We look to the Commission and the
6 Department of Commerce to ensure that Frontier will
7 do what is right for the customers and the
8 communities in this great state.

9 Thank you.

10 JUDGE OXLEY: Thank you, Mr. Doffing.
11 Would you wish to submit your statement into the
12 record?

13 MR. MARK DOFFING: Yep. I can give you
14 that.

15 JUDGE OXLEY: So we'll mark it
16 Exhibit 29. Thank you.

17 MR. MARK DOFFING: Thank you.

18 JUDGE OXLEY: So Ms. Gail Stenquist
19 indicated with a question mark. So I take that as a
20 lack of certainty around whether you'd like to
21 speak. So you can wait until later, if you'd like.

22 MS. GAIL STENQUIST: Could I? I would
23 prefer to wait.

24 JUDGE OXLEY: I'll come back to you,
25 then. And if I don't, remind me.

1 lots of grass and lots of trees and not a next-door
2 neighbor to run to when your phone is out. You've
3 got to get in the car and drive maybe a mile, mile
4 and a half.

5 And local service, I have none. They
6 used to call me and say are you happy with your
7 service. I'd said, yeah, if I could call a gas
8 station, a church, anyplace, I can call three
9 people, that's it. So I have to pay extra for
10 unlimited long-distance so my bill goes up again.

11 I was in the same situation after I had
12 this TracFone. I thought, hmm, this is not so bad,
13 I kind of like this. And I called and asked about,
14 you know, if I cancelled my local. Well, then my
15 Internet would go up. And it would probably come up
16 to where I wouldn't save anything. I said, okay,
17 thank you, hung up.

18 Thank you. I hope you get more people up
19 here to fix the phones.

20 JUDGE OXLEY: Thank you, Ms. Baron.

21 Richard Dreger.

22 MR. RICHARD DREGER: Yes.

23 JUDGE OXLEY: Mr. Dreger, I've not been
24 good at asking people to state and then spell their
25 names.

1 MR. RICHARD DREGER: R-I-C-H-A-R-D, last
2 name Dreger, D-R-E-G-E-R.

3 In listening to these stories here, my
4 story is very similar. Last October 21st, I woke
5 up, it was a day like today. No bad weather, no
6 hurricanes, no wind storm, no mosquitos, nothing,
7 and the phone wasn't working. So I get in my car,
8 drive a mile and a half away from my house to use my
9 cell phone. My cell phone does not work at my
10 residence, otherwise there would be no problem with
11 Frontier. So it took probably 45 minutes to phone
12 in the service call. I thought why is this taking
13 so long, I'm on hold and on hold. So I said -- is
14 that me or this?

15 JUDGE OXLEY: I think it's a combination
16 of you and the microphone. I think when you're
17 touching it that it hits your shirt.

18 MR. RICHARD DREGER: It's not touching my
19 shirt.

20 JUDGE OXLEY: It's not.

21 MR. RICHARD DREGER: I actually don't
22 need this.

23 I go to the 21st, they said they would
24 have somebody out there by the 28th. I said, excuse
25 me, I said, I live way the hell out in the woods, I

1 live alone and I'm disabled, and if I go down out in
2 the yard it would be like a crappie flailing around
3 in the grass. I need help to get up. And I wear my
4 phone on a lanyard around my neck when I'm at home.
5 And my cell, like I say, doesn't work. So, oh,
6 well, we'll see if we can't expedite this. I said I
7 also have a medical priority. I had to sign a
8 thing, get a thing signed by my doctor putting me up
9 for that 'cause I need the phone so I don't gag in
10 the woods. So it still lasted until the 28th that I
11 was out of a phone, a week. I had talked to them, I
12 said, you know, I think I should be compensated for
13 the lack of service. You know, I pay for 24/7 on
14 service, you should provide it 24/7, not miss a week
15 here.

16 The other thing is the technician guy who
17 come out on the 28th did an excellent job. And I
18 got talking with him and I said where are you from?
19 I live in Sturgeon Lake, and he says I'm from Two
20 Harbors. He drives two hours every day to come down
21 to this area to work. I said what's that all about?
22 He said, well, we've had some retirements and the
23 company has chose not to replace them. So that's
24 the reason for the shortage of that. But I have
25 since formed some of my own opinions about this.

1 So I had another incident here this
2 spring, same similar situation. But I think this is
3 largely due to the fact that they have a monopoly.
4 There is no answer. They don't give a damn about
5 what the customer thinks or what kind of service
6 they get. It's just tough bananas. And if you
7 don't like it, go someplace else. Well, there is no
8 place else to go or I'd be leading the charge.
9 We're one cell tower away in my area, I think a lot
10 of people would be jumping ship, but it's a hell of
11 a way to run a company, is all I got to say.

12 And that's it.

13 JUDGE OXLEY: Thank you for your
14 statement, Mr. Dreger.

15 MR. RICHARD DREGER: Oh, I had one more
16 thing.

17 In the event that you find that the phone
18 company is responsible for some lack of whatever,
19 what consequences are they going to be held to, or
20 could they be held to, or will it be a slap on the
21 hand and take us to the hockey game like always?

22 JUDGE OXLEY: You know, I'm struggling
23 with how to answer that question because I'm at the
24 very beginning of this set of hearings, and I'm
25 taking evidence in, and as I do that, I like to have

1 an opportunity to consider what it is, what I've
2 heard, and come to conclusions based on everything
3 I've heard. And I don't mean to misinterpret your
4 question, but you're kind of asking me to forecast
5 when I've got just a little bit of information and
6 it's something I don't feel qualified to do.

7 MR. RICHARD DREGER: Well, I'll reask the
8 question. If one-tenth of one percent of what these
9 people are talking about here is true and is found
10 to be, you know, consistent with the general others,
11 I'm sure you're not getting big thank yous at these
12 other hearings that you're having, it's not like
13 what a wonderful company Frontier is.

14 JUDGE OXLEY: So the Commission
15 authorizes Frontier Communications to provide
16 telephone services in this area. So Frontier's
17 service territory is granted by the Commission. The
18 Commission has the authority to take action against
19 Frontier's license to serve, if you will. Frontier
20 has entered into what's called an Alternative Form
21 of Regulation, an AFOR agreement, and that imposes
22 certain quality standards that it needs to meet,
23 including the time to restore a phone that's out of
24 service, how long you're on hold after you've made
25 the last option in a phone tree, is the billing

1 accurate. So those are the kinds of detailed
2 questions that the Commission needs to get into in
3 order to make an assessment of whether there have
4 been violations of Frontier's AFOR conditions. And
5 depending upon the gravity and extent of those
6 violations, the Commission might impose fines or
7 take other discipline against the action, or go,
8 hey, look, Frontier, you need to show cause why you
9 should be allowed to continue to serve.

10 And that's all hypothetical, I'm just
11 saying what possibly could happen. I'm in no way
12 saying I think that's likely to happen. Is that
13 responsive to your concern?

14 MR. RICHARD DREGER: Yeah, a little bit.
15 You know, it just doesn't seem like, you know, the
16 way things go, you know, the big guys at the phone
17 company, the little guy sitting here in these chairs
18 and most of the senior people, you know, but --

19 JUDGE OXLEY: I think it's great that you
20 said that and put that on the record and that's
21 something that goes to the Commission for its
22 consideration.

23 MR. RICHARD DREGER: Well, I hope that
24 something can be done about it. Because it's not
25 that big of a deal. It's called service. Take care

1 of the customer.

2 JUDGE OXLEY: And I'm also going to let
3 the people I introduced at the beginning have a say
4 at about 20 minutes after 7:00. I'm going to let
5 each of those folks that I introduced to you comment
6 on what's been discussed to that point. So they may
7 have more to add to what I've just said.

8 MR. RICHARD DREGER: Thank you, sir.

9 JUDGE OXLEY: Mr. Kevin Turnock.

10 MR. KEVIN TURNOCK: You can keep that
11 microphone. I've been around equipment all my life.
12 Besides, this thing only works slightly.

13 JUDGE OXLEY: Mr. Turnock, could I ask
14 you to state and spell your name?

15 MR. KEVIN TURNOCK: Kevin Turnock,
16 K-E-V-I-N, T-U-R-N-O-C-K, just like the Judge
17 pronounced it. Thank you, sir.

18 JUDGE OXLEY: I got one.

19 MR. KEVIN TURNOCK: All right. I just
20 talk loud, I get asked to quiet down all the time.

21 So this couldn't have fallen at a better
22 time. I just got off the phone with Frontier's
23 customer service yesterday, the second time since
24 the 24th of August.

25 The 24th of August, I'm at work,

From: ejyoder
To: Staff, CAO (PUC)
Subject: Frontier complaints
Date: Sunday, February 25, 2018 8:44:06 PM

Our internet with frontier in the last year (2015-2016) we had it was very horrible. We had very little or no internet at all. We would call in to customer service and try to get it fixed but nothing helped. They said there was nothing they could do because we were in a high usage area and in a few years they would upgrade but couldn't give us a date of when it was going to be fixed. We have 3 kids that needed to use the internet for homework and with little or no internet it was very difficult for them to get that done.

The phone contract they put us on was expired for over 5 years ago. When we wanted to change our phone plan they said we had to pay \$100 because of the contract we were on. I told them it had expired 5 years ago and we were not under a contract anymore. I also said that nobody sent a paper out to us to sign and no one called us to ask us if we wanted to be under a new contract.

Troy and Dixie Duerksen

Sent from my Verizon, Samsung Galaxy smartphone

From: Laura Dunphy
To: Staff, CAO (PUC)
Subject: Docket #18-122 Frontier
Date: Monday, February 26, 2018 1:03:38 PM

I saw information on Facebook that customers of Frontier can leave comments about Frontier's service and billing practices. My name is Laura Dunphy and I have been a customer of Frontier for over 35 years and have had "so called high speed internet" for at least 10 of those years. Our speed generally runs about a 1 to a 1.4. Our telephone works only part of the time. We had Frontier Security which we paid \$4.99 a month and was never activated. They will only refund 2 months on a product we paid 2 years for and never used.

We pay around \$45.00 a month for a speed of 1 while our neighbor pays the same for a 6. Our telephone line has been in the ground for over 35 years. When it rains, we lose phone and Internet, when the ground thaws, we lose internet and telephone, when the ground freezes, we lose internet and telephone. We know as the customer that the underground cable has deteriorated, but Frontier will not replace.

When the technician comes to our house, we know it is like putting a band aid on a severed artery. They walk through my house with their dirty shoes and show up any time of night or day. However, after waiting over a week for a repairman, we are just happy someone has shown up.

Please do something about this company. Thank you.

Laura Dunphy

Sent from my iPad

1 MS. DIANE EATON: Hi. My name is Diane
2 Eaton, E-A-T-O-N. And I have talked to the Attorney
3 General's Office, the FCC, and Consumer Protection
4 Agency.

5 We had Frontier, and the service got so bad
6 we switched to Midco. Then we sold our house and we
7 built in Elevate Estates, which is Kennedy Estates --
8 Elevate Cove, Kennedy Estates right here off of 22. We
9 were promised Midco would come through. They do not.
10 We moved on December 6.

11 My husband has memory problems, cannot
12 remember how to use the cell phone. The only phone
13 number he remembers is our phone number, cannot retain
14 a new phone number, okay?

15 So my point is this, when technology came in,
16 us old folks got left in the wind. People who don't
17 know how to use cell phones can't retain that. People
18 who are vulnerable adults cannot retain that. They
19 need help.

20 We had the fire alarm go off last night. I
21 looked at my husband and said, I guess you should get
22 in the truck and run down to the fire department.
23 Maybe they'll come up here and put the ashes out, you
24 know. It's fine when I'm there because I have a cell
25 phone. But he's home alone.

1 I have talked to Frontier. They said they
2 won't come in. Midco is one house away from me and
3 they won't come in. I said run the cord over the
4 ground, and they won't do it.

5 This is a very dangerous situation for us.
6 It's a dangerous situation for any elderly people who
7 are building in an elderly community up there. People
8 should not give up landlines. I read online in my
9 research about how AARP is telling people, senior
10 citizens should not give up your landlines because if
11 you have to make a 911 call, it takes too long for it
12 to go through all the channels on a cell phone to get
13 to the right person to get you help. If you're having
14 a heart attack, they won't make it there on time. So
15 they highly recommend you keep a landline.

16 We asked the builder, Where is our landline,
17 when we were building the house. He said, You don't
18 need it. You guys have internet. Plug your phone into
19 the internet. Guess what? We don't have internet. We
20 put HughesNet in for a little while. I paid 69 dollars
21 and 4 cents a month. That was a joke. I finally quit
22 them and now I'm running off of a hot spot and
23 something called smart phone -- is it smart phone?
24 It's through Walmart. It's not TracFone. It's Select
25 Talk. Straight Talk. Okay, so that cured my problem

1 for now. But, like I said, that's still another one we
2 have to dial. The first three numbers to the phone
3 number. I'm guessing it's going to be the same problem
4 they have with cell phones to get somebody there fast.
5 It's not going to happen.

6 Last night, 11:00, our fire alarm went off.
7 It was a good thing we were both home. But it's, like,
8 what's going on? We've had a lot of electrical
9 problems in that house since we moved in, and I really
10 hate to see it. But it's scary, and we need to get
11 somebody in there. Frontier says, Oh, we can't do your
12 internet but we can put your phone in. Well, you know
13 what? Most -- what are you going to charge me to put
14 in wires because they aren't there? They aren't even
15 on the road. They don't put them on the road anymore
16 when you're building a new house in a new housing
17 project.

18 So this is the third house we've built in our
19 life, and the first time we've ever had to beg for
20 basic utilities. This is not right. This is not
21 right.

22 I've talked to Lori Swanson's office. I've
23 talked to Joy Ellison, and I've talked to the FCC.
24 I've got letters going out all over going out on this.
25 And I've talked to the builder. I've talked to the

1 city council here. And we need to see something done.
2 There's going to be a lot more elderly people moving
3 out there because that's what it is; it's an elderly
4 community, basically.

5 JUDGE OXLEY: Thank you, Ms. Eaton.

6 MS. DIANE EATON: We need a solution.

7 JUDGE OXLEY: So on the sign-in sheets, the
8 first person indicated they might to want to testify,
9 that person -- I'm going to mispronounce a lot of names
10 so please forgive me in advance. Danette Puglase?

11 MS. DANETTE PUGLASE: I might wait.

12 JUDGE OXLEY: You don't want to testify right
13 now?

14 MS. DANETTE PUGLASE: Not right now.

15 JUDGE OXLEY: Okay. Dan Babbitt.

16 MR. DAN BABBITT: Yep. My name is Dan
17 Babbitt, B-A-B-B-I-T-T. I live here in Wyoming on Glen
18 Oak Drive. And we have -- this is about internet.

19 I've got a lot of similar issues about the
20 internet being really slow. I actually did the speed
21 test a couple times, and online you can do the -- where
22 you talk to somebody through the chat, and I asked how
23 much -- how far it was supposed to be. She responded.
24 They said, Well, I'm only getting X. I can't remember
25 the numbers. She said, Well, that's okay, you're

From: Nancy Fiebelkorn
To: [Staff, CAO \(PUC\)](mailto:njfielkorn@gmail.com)
Subject: Fwd: Frontier complaints by customers
Date: Wednesday, September 12, 2018 6:23:22 AM

----- Forwarded message ----- consumer.puc@state.mn.us.
From: **Nancy Fiebelkorn** <njfielkorn@gmail.com>
Date: Wed, Sep 12, 2018 at 5:32 AM
Subject: Frontier complaints by customers
To: consumer.puc@state.mn.us.

I am writing to comment on the ongoing investigation into Frontier Communications. MPUC Docket Number P407,405/CI-18-122

It has been an ongoing, infuriating, situation for the last six years with Frontier Communications.

The only bright point is, many of their employees are very nice, and are working for a company that is aware of their own shortcomings and don;t care, but the put their people out there to fail because of it.

Having spent hours on the phone with no resolution, and not calling back when we get cut off , while waiting for an answer, is so common that it is laughable. The customer service is ridiculous, but this is not the employees fault.

Our internet works about 2/3's of the time. Although we never complained about the speed, they insured us that if we upgraded, things would improve. So we did, got a new modem, and our service is the same. My tablet and ipod don;t work most of the time, and speaking just a few days ago with someone (Vanessa), I was told that most of our devices don't work with our upgrade, just 2G. No one has ever mentioned that before. Why did we upgrade?

Frontier is our only internet choice, and they have virtually no competition here. They don't care.

Billing is so confusing, and that is how they like it. They made so many errors when I bundled with dish, I had to discontinue that..

My most recent discussion was just a few days ago. I asked what the extra \$7.00 charge was on my bill. The gentleman said that it was a late charge, He said it was paid the morning of the 16th of August and it was due on the 15th. I did not have my computer in front of me, but I assured him that I paid it on time. He had taken a \$9.00 charge off from the month before, because I told him I didn;t pay the bill on time because of a dispute that was unresolved. HE DID NOT TAKE THE \$7.00 CHARGE OFF.

I went online and checked my website. It states that the bill was paid on the 15th.. Now I have to make another call to get this taken off before I pay my bill.

By charging us extra to pay our bill by phone, and charging late fees regularly, they are trying to force us to use autopay., which is to their advantage, with them making so many errors in their favor.

My account # is 3206925911 091514-2
Nancy Fiebelkorn
218-831-7382

From: [Gibeau, John D](#)
To: [Staff, CAO \(PUC\)](#)
Subject: MPUC Docket No. P407, 405/CI-18-122
Date: Monday, October 01, 2018 11:40:25 AM

PLEASE ENTER THESE PHOTOS FOR THE PUC MEETING IN SLAYTON, MN REGARDING FRONTIER COMM.

THANK YOU,

JOHN GIBEAU

THESE PHOTOS ARE OF AREAS IN CEYLON WHERE FRONTIER REPAIR WORK AND LINE BURIAL WERE NOT COMPLETED.

American Family Insurance Company | American Family Life Insurance Company | American Family Mutual Insurance Company, S.I. | American Standard Insurance Company of Ohio
American Standard Insurance Company of Wisconsin | Home Office - 6000 American Parkway | Madison, WI 53783

Permanent General Assurance Corporation | Permanent General Assurance Corporation of Ohio | The General Automobile Insurance Company, Inc. DBA The General® | Home Office - 2636 Elm Hill Pike | Nashville, TN 37214 wholly owned subsidiaries of American Family Mutual Insurance Company, S.I.

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FRONTIER



OPEN AND EXPOSED UTILITY BOX

FRONTIER



EXPOSED LINE ABOVE GROUND ON POLE...

FRONTIER



LIVE WIRES ACROSS THE GROUND

FRONTIER

TELEPHONE POLE???

FRONTIER

TELEPHONE POLE???

FRONTIER



LIVE WIRE LAID ACROSS THE GROUND MERE FEET FROM A COLLAPSED BASEMENT

1 do it? Yeah. So that's all I've got to say about
2 that.

3 JUDGE OXLEY: Thank you for your
4 statement, Mr. Gass.

5 So I'm going to blow this one, too.
6 John Gilking?

7 MR. JOHN GIBEAU: Gibeau. But close.

8 JUDGE OXLEY: Boy, yeah, I like the way
9 you score.

10 MR. JOHN GIBEAU: Gibeau, G-I-B-E-A-U.
11 I'm from the city of Ceylon, the birthplace of
12 Walter Mondale. It's about 17 miles southwest of
13 Fairmont, Minnesota. I'm on the city council in
14 Ceylon.

15 Our problem with Frontier probably goes
16 back five or six years. As a city, we've had a
17 situation where wire has been laid by Frontier on
18 the ground and it's been on the ground for over
19 three years. We've made at least two dozen calls
20 and emails to management. The wire is still laid
21 across the ground. Three wires, actually, in one
22 section, for probably 200 yards. Wires tied to
23 trees in lieu of poles, ran across the street to
24 another tree. Now it's staked up across the
25 sidewalk.

1 I have spent the last year and a half
2 trolling Frontier on Frontier, or on Facebook,
3 trying to prompt them -- because that's where we're
4 at. It's making us worse human beings, that's what
5 we've resorted to by their lack of customer service.

6 And I can't speak for everyone here, but
7 I live in rural Minnesota, and for those of you who
8 are around, what did the interstate do to your town
9 if you were close to an interstate? It nearly wiped
10 it out. Not having Internet that works and works
11 properly and provides a service that we need to be
12 competitive in the world is going to destroy rural
13 Minnesota. And that's where we're at in Ceylon.

14 Frontier takes -- I think they prey on
15 the fact that we don't have a lot of competition,
16 which disappoints me more. When I've reached out to
17 management, it's the same thing, well, send me a
18 list of the places that are troubled. Listen, dude,
19 I don't got that much time. And, you know, why is
20 it my job to sort out where your stuff is so
21 terrible. I want management, and I've asked and
22 they've complied now and agreed to come out and
23 actually meet and we will show them exactly where
24 the trouble is. I mean, I'm not in the telephone or
25 Internet business, but if I drive by and I see one

1 of my cables tied to a tree, you know, I think
2 that's a problem. And it's hazardous.

3 I'm no genius, I'm a politician, but I'm
4 so disappointed in Frontier's service. I cancelled
5 Frontier in February because I was on a plan where I
6 was paying about \$80, \$85 a month, it was supposed
7 to be 26 megs, I was lucky to get 12, if I ever got
8 it. Usually it was 7 and then it would cut out
9 eight, 10, 12 times a day. And that's the other
10 part of living in rural Minnesota, is the cell phone
11 companies, you know, they put towers where it's
12 profitable and by Ceylon there's almost none and so
13 we use our Internet connection to boost our cell
14 phone and when that doesn't work, basically we're
15 marooned. And the answer is, well, get a telephone
16 service. Well, we've had telephone problems, too.

17 So, you know, to me, that's the other
18 side of this that I'm glad you guys are here and
19 everyone is here tonight because it comes down to
20 just basically calling 911. My dad lives half a
21 block away and half the time his Internet doesn't
22 work. One time, it was last September, September
23 2017, he called them on the day before Labor Day and
24 they said they were going to send a tech out. We
25 waited there all day. My sister, who passed away,

1 was dying, basically, that day, and he waited there
2 because he needs that for his medical equipment.
3 And they never showed up. So on the way to the Twin
4 Cities, we called and Frontier said, no, we had a
5 guy that called you. My dad said I sat there all
6 day long. I won't tell you the words he used
7 because it's not proper, but I've never seen that
8 man that unglued since I came home late when I was
9 in junior high school.

10 So in seriousness, you know, when they
11 make those promises and then don't keep them
12 repeatedly, we're to the point in Ceylon where we
13 welcomed the other Internet providers to town, but
14 there's not a lot of meat on those bones. And when
15 Frontier collects those fees and the state, you
16 know, takes tax money, and then we don't see that
17 investment in rural Minnesota, we're on a lifeline
18 here. I mean, we're dying. And if we don't have
19 proper Internet, you can kiss these small towns
20 goodbye. I mean, businesses thrive on strong
21 Internet and when it's not there these businesses
22 are going to leave. It's an economic development
23 issue, I think it's a basic human rights issue. A
24 gentleman who spoke earlier talked about how, you
25 know, Internet used to be one of those, well, it

1 would be nice to have.

2 Now it's like we have medical devices, we
3 have all kinds of things in our house that count on
4 that, and when it doesn't work properly -- and I put
5 in the Fairmont Sentinel Newspaper, I said I feel
6 like Frontier has given Ceylon the middle finger for
7 three years. And I don't talk that way. That was
8 really disappointing to even have to say that. So
9 they called me, oh, I saw you put something in the
10 paper. They wouldn't print what I really wanted to
11 say. I pride myself on somebody is who is
12 professional and helps take care of the people of
13 our community and I feel like I've let them down.
14 Because people ask me, what have you gotten Frontier
15 to do, and up to a couple days ago it's like give me
16 the middle finger, that's what I've gotten them to
17 do.

18 I don't know what we can do to compel
19 them to provide good customer service. You know,
20 for a better part of two years I couldn't get the
21 service that I wanted and I still paid my 80 bucks a
22 month. And do you think at any point when I told
23 them I was going to cancel, they said, well, let's
24 give you some money back. Of course not. Why would
25 we? That's part of the profit model that they have.

1 Provide zero service and still collect the fees.

2 I'm in the wrong business.

3 I had a tech come out before I cancelled
4 on New Year's Day, and the tech looked at me and he
5 was exasperated to say the least. And he was a
6 contracted guy for Frontier that was out on New
7 Year's Day, that kind of impressed me that they
8 would come on New Year's Day. And he said -- I
9 don't know what this means, but he said those lines
10 are so split up and tied off, he said you would
11 never have gotten 26. But, he said, I'm not
12 supposed to tell you that because they don't want
13 you to know that.

14 I mean, to me it's an integrity issue. I
15 mean, if someone wants to stick it to me like that,
16 at least say it to my face. You know, tell me right
17 away like he did. The best I can do is get you to 4
18 megs where it won't cut out. Well, yeah, but I'm
19 paying big bucks. Well, tough, that's just where
20 we're at.

21 So on behalf of the City of Ceylon, we
22 would like some kind of action taken that will
23 compel them to provide even safe service. I mean,
24 that stuff is tied to trees, open boxes. Literally,
25 I have a picture on my phone, if anyone wants to see

1 it after the meeting, of an open box, exposed wires,
2 a building that's condemned and the wires are
3 running by the building, they weren't buried. And
4 what compounds this is when I was mayor in probably
5 two thousand, I suppose '02 or '03, we buried our
6 electrical lines on the north side of town. And we
7 allowed Frontier to bury our lines there as a sign
8 of good faith. And so what do they do? They buried
9 their fiber lines and then didn't update their
10 office or where the equipment is for, you know, 15
11 years, I suppose. Well, it was like ten years. And
12 so it's like we make this investment, we allow you
13 to be part of our investment, and then you don't
14 upgrade the office where the actual system works.

15 And just so people aren't mistaken, my
16 house is on Main Street. It is, oh, I would say 400
17 yards from the Frontier office. So this isn't an
18 issue of I'm out in the middle of nowhere, how can
19 they get there. It's I'm in the middle of town and
20 it just doesn't work.

21 And, you know, we have customers in town
22 that have wanted to sign up, Frontier will come out
23 and say, you know, we can't get this to work. And I
24 feel bad because the techs I think have good
25 intentions, they want to provide good service. So I

1 don't want this to be, oh, the techs don't do their
2 jobs. It's the techs are coming back saying,
3 listen, we've approached management, it's either not
4 a priority, the money isn't there, you know, all
5 kinds of excuses. I personally feel bad for them
6 because I think they are good folks that are trying
7 to do their job and they're getting kind of
8 rear-ended by them, too.

9 So, I guess, what did I come here for?
10 Just because we're dying and we need this.

11 JUDGE OXLEY: Mr. Gibeau, you mentioned
12 having pictures?

13 MR. JOHN GIBEAU: Um-hum.

14 JUDGE OXLEY: Would you consider
15 submitting those into the record?

16 MR. JOHN GIBEAU: Absolutely, I would.

17 JUDGE OXLEY: So you could, I would
18 assume, you know, send an email to that docket with
19 an attachment of those pictures?

20 MR. JOHN GIBEAU: I will. Yep. I've got
21 all those pictures, I certainly will do that. No
22 problem. I have probably 30 pictures and I'd be
23 glad to share those with anybody who wants them just
24 'cause -- I'm here really on behalf of the City of
25 Ceylon, but for everybody. I mean, we just want

1 what we pay for.

2 JUDGE OXLEY: If you could include a
3 narrative of what the pictures are of.

4 MR. JOHN GIBEAU: Sure. I'd be glad to
5 do that, you bet.

6 JUDGE OXLEY: Thank you very much.

7 MR. JOHN GIBEAU: I appreciate it.

8 JUDGE OXLEY: Has anybody who indicated
9 they wished to speak not been called?

10 Yes, sir.

11 MR. TED REISDORFER: My name was on
12 there, but maybe I didn't check what I was supposed
13 to.

14 JUDGE OXLEY: No, maybe you did. Are you
15 from Dawson, Minnesota?

16 MR. TED REISDORFER: I'm from Adrian.
17 Right there (indicating).

18 JUDGE OXLEY: So, Yes, I'd like to speak,
19 I look in that column.

20 MR. TED REISDORFER: Sure.

21 JUDGE OXLEY: But that's fine,
22 Mr. Reisdorfer, go ahead.

23 MR. TED REISDORFER: Ted Reisdorfer,
24 R-E-I-S-D-O-R-F-E-R.

25 I'm a snowbird and I've been an

From: jenifere2@aol.com
To: [Staff, CAO \(PUC\)](#)
Cc: gleasmn@frontiernet.net
Subject: Docket Number 18-122 - Frontier Communications
Date: Monday, March 19, 2018 6:47:09 PM

Hi

We are writing this email to you as we also have a complaint against Frontier. Our account is just in my fiancé's name, Daniel Gleason. Frontier is the only option we do have for our internet and phone otherwise we would no longer be using their services. In May of 2017, I went online to pay our bill and saw they had some promotions going, therefore, I did call them to see what was available for a new plan. After talking to the representative, I stated that I would talk it over and get back to them. When I arrived home that night, our internet service was not working. I called to find out why and the person I talked to stated our account had been cancelled. There was no record of me calling that day because the phone conversation had been deleted. They were going to look into this and get back to me, which they never did. Thru many, many telephone conversations, they were finally able to get our internet working again, at least temporarily. They originally said they would not be able to reinstate our phone number we had since we had cancelled our service (again, we NEVER canceled our service, the rep did this without our permission). We both have our business associated with the fax number and needed to have this number reinstated. They did finally get us our number back. During the process they promised us an Amazon card for our troubles, this was never received. Instead, we received a bill for twice our usual amount as they added in partial monthly charges and activation fees. Throughout the entire month of May and part of June, we would come home to have no internet service. Extremely frustrating! I would say for 3/4 of a month we did not have any service at all. We did ask for a refund since our service was not working but they would not discount our account. When we would call to find out why, they would say that either it showed it was working on their side or that our account was past due and they were going to send us to collections. We did find out that it was because they had two different phone numbers associated with our account.

Just last month we received a notice from Frontier stating that we were two months past-due and they were going to disconnect our service if it was not paid in 10 days. I did check my records and it was past-due only because I did not receive and invoices from them. I went to pay the entire amount and was treated very, very poorly by the person that I spoke with on the phone.

We could go on and on with the unprofessional phone calls and frustration we have had with Frontier. As soon as there is another option in our area for a phone and internet, we will definitely be cancelling our account with Frontier.

If you do have any further questions, please feel free to call either of us as we would be happy to discuss this further.

Thank you!!

Daniel Gleason 612-701-6100
Jenifer Enos 612-597-9235
8805 Indian Hill Road
Maple Plain MN 55359

1 that means in technical language, I don't know.

2 And, again, this has been going on for a
3 couple years. We make several complaints to
4 Frontier on a regular basis. Basically, like I
5 said, the speed goes up and then back down so we're
6 back to where we started.

7 That's really all I got.

8 JUDGE OXLEY: Thank you.

9 Mr. Tom Grant. Good evening.

10 MR. TOM GRANT: Good evening.

11 My name is Tom Grant, T-O-M, G-R-A-N-T.
12 I live in south Lakeville as well and have been with
13 Frontier as a customer since -- in Lakeville, since
14 2010 when I moved into my current residence.

15 I happen to also be a neighbor of
16 Mr. Nierenhausen, so a lot of what he has said is
17 what I'm experiencing. And I'll share some
18 additional detail from my specific experiences as
19 well.

20 I, too, like many in the neighborhood,
21 work from home and depend on the Internet to
22 successfully complete the duties of my job. A lot
23 of that requires video conferencing, a lot of that
24 requires sending large files through the Internet
25 and receiving large files through the Internet.

1 Those activities are frequently compromised and
2 encumbered because of slow Internet speed. We are
3 paying for the maximum speed available in our area,
4 which is 5 megabits down.

5 And there's really kind of two problems I
6 would just cite or bring up. One is just 5 megabits
7 down is not keeping pace with the demands of today's
8 household. Whether that be streaming audio,
9 streaming video, being able to conduct your job by
10 video conferencing, et cetera, that level of
11 service, if delivered as promised, isn't keeping up
12 with the demands of the home.

13 That said, I'm rarely getting that
14 performance. I'm frequently getting well under 2
15 and on several occasions -- and I'll read shortly
16 here the results of two months' worth of speed
17 tests -- I'm sometimes getting less than 1 megabit
18 down.

19 When I call tech support -- and I have to
20 admit that probably in the last two years I've given
21 up because the result is the same. I've been having
22 issues for the better part of five years. Those
23 times where you call tech support, you know what the
24 problem is, they run you through level one testing
25 right from the get-go. Have you turned your router

1 on and off? Yeah, we know that drill, we know to
2 try that first before even picking up the phone and
3 yet are required to run through that, okay.

4 In particular, I think it's been about
5 three years back, I actually have notes at home, I
6 could email those and submit those for the record if
7 it would help, but within the past three years where
8 we really had some terrible problems with it we've
9 had week-long outages, things of that nature, where
10 techs were involved. They report issues similar to
11 what Mr. Nierenhausen just articulated.

12 Like Mr. Nierenhausen, we are serviced
13 off that same node which resides at the corner of
14 245th Street in Lakeville and Pillsbury, which is
15 about a quarter mile away from our home. Like
16 Mr. Nierenhausen, the techs have confided in me and
17 my wife that they know there's a problem with that
18 node, that Frontier knows there's a problem with
19 that node. And, likewise, say that they basically
20 move cards or switches to be able to solve the
21 problem for that individual customer, while knowing
22 full well that that creates havoc for others that
23 reside off that same node. Techs have said to me in
24 confidence that they've claimed that 12 meg down is
25 actually possible on that, but they've been told

1 that they cannot open up those ports, or something
2 along those lines. Basically, my understanding is
3 the capability exists, but is not being leveraged.

4 We have near-daily interruptions. And as
5 actually evidenced by the commonality of seeing a
6 Frontier truck parked at that node, that actually --
7 I mean, you can talk to anybody in the neighborhood,
8 I think, you know, I can say with confidence it's at
9 least once every two weeks that I see a truck there
10 and that's only the number of times that I happen to
11 be driving by.

12 I said near daily interruptions. It is
13 almost like clock work, at 9:00 p.m. after we put
14 the kids down for bed, if we try streaming a movie,
15 it might start out okay, but almost to the minute at
16 9:00 we start seeing buffering and service
17 interruptions.

18 In my state, I'm not an engineer, but I
19 do kind of understand, I have been working in the
20 technology field in the consumer electronics space
21 for my entire career. It might be some function of
22 bandwidth being zapped, which again, I think,
23 indicates back to my first point, that the service
24 being provided is not keeping pace with technology
25 and demand of the consumer, at least where we live.

1 I said earlier that I'm paying for 5 megs
2 down, and I think actually the terms of the contract
3 say up to 5 megs, but I rarely get that. I think it
4 is reasonable to maybe think that up to 5 might mean
5 4.5, it might mean 4.75, it might even on occasion
6 mean 4.25. But the actual delivery is far lower
7 than that. And I think for the record it's
8 important for me to list off the speeds that I've
9 been receiving and recording using Ookla, which is
10 actually the same --

11 JUDGE OXLEY: How do you spell that,
12 please?

13 MR. TOM GRANT: Ookla is O-O-K-L-A.
14 Ookla is a speed test service, and it actually is
15 what I understand Frontier white labels in their
16 speed test. So it's basically the same underpinning
17 technology that's doing the test. Ookla is also
18 very widely recognized within the industry as the
19 speed test kind of go-to. So we're not talking
20 about something that's a one-off technology.

21 So it's been using that speed test that
22 the following results have been delivered against
23 the 5 meg that I'm paying for. On 7/15 at 9:59
24 p.m., recorded download speed of .46 meg. On 7/15
25 at 10:00 p.m., recorded a download speed of .38 meg.

1 On 7/26 at 9:43 p.m., recorded a download speed of
2 .83 meg. On 7/28 at 11:20 a.m., recorded a speed of
3 1.82 meg. On 7/28 -- I'm sorry. I will say I
4 conducted a secondary test at about that same time
5 and recorded a download speed of 2.46. On 8/3 at
6 4:54 p.m., recorded a download speed of 1.22. On
7 8/4 at 10:43 a.m., recorded a download speed of
8 1.32. On 8/24 at 9:10 a.m., recorded a download
9 speed of 1.71. On 8/24 at 7:22 p.m., recorded a
10 download speed of 1.28. On 8/26 at 7:54 p.m.,
11 recorded a download speed of 2.82. At 9/20 at 6:03
12 p.m., recorded a download speed of .38. That's the
13 last of my record. I will say, I have -- I did a
14 test just before I came here and it was right around
15 4, for the record.

16 Those results aren't indicative of the
17 type of service we expect. It's not delivering on
18 our expectations. In fairness, I have called
19 Frontier before in the past asking for relief on the
20 bill and have been granted that ,But I don't think
21 it should come to that. I don't think it should
22 take a phone call.

23 In the past five years, I've spent a
24 minimum of ten hours on the phone going through
25 tests, working through billing changes or issues or

1 remediation or have been hosting techs inside my
2 home. Every other utility that I'm doing business
3 with, the gas company, the electric company,
4 satellite TV, I've had no one at my home, I've had
5 no phone calls that have even approached that.

6 JUDGE OXLEY: Did you say you spent ten
7 hours dealing with Frontier over the past five
8 years? Was that correct?

9 MR. TOM GRANT: That's correct. Either
10 through the phone or having techs in the home or,
11 you know, holding windows so the techs could arrive.
12 Basically, it's time out of my life.

13 Those are my statements.

14 JUDGE OXLEY: Thank you.

15 Rebecca Carson. Hi.

16 MS. REBECCA CARSON: Hello. My name is
17 Rebecca Carson, C-A-R-S-O-N.

18 Wow. I keep hearing things that everyone
19 said and I keep shaking my head because it's
20 exactly, you know, it's right on. We have lived in
21 a house in rural Montgomery, which is south of
22 New Prague, for those who don't know where it is,
23 west of Faribault, since 1990. We purchased the
24 property in 1989, the lines were installed. Buried
25 lines.

Green

Reply to Tara Anderson



Emily Green 17 days ago

We had Frontier for about 1 year. Our bill was constantly having additional charges added for things like a security bundle that I never approved. They would take it off and then the next month it would reappear. Our service stopped working and after trying to get someone out to fix it for over a month I finally cancelled. I told them I would not pay for service we did not receive and was assured that my bill would be adjusted. Next thing I know I get another bill, charging me for the month after I had cancelled our service. And on top of that billing for the previous month we had no service. I called again and was told they would take 20 dollars off and transfer me to someone who could cancel the account. Instead of transferring me I was hung up on. This happened 4 times before I got a hold of someone. They have sent me to collections for this.

0 Reads

Reply to Emily Green



Whitney Windschitl 17 days ago

I've been with Frontier for several years in Comfrey, MN - I've never had good service or customer service. The billing has been one of the most annoying. I first signed on for \$29.99 per month. That expired, but no one informed me of this. When I called and asked, they told it was just for a year, I was bumped up to \$30 something a month - I complained because - if my service in my house isn't improving- I definitely shouldn't be paying more per month. I just checked my past bills - in Sept 2017 my bill was \$34.99, Nov 2017 my bill went up to \$39.99 with a claimed "\$5 guaranteed price discount statement until 8/25/18" & in small print an added \$1.99 for surcharge. March 2018 my bill went up again to \$41.98 b/c of that \$1.99 surcharge - on this one there was a note that they look at bills for consistency and that my bill may be going up - my current bill for Sept 2018 is now \$46.98 (I suppose b/c that special \$5 discount fell off!) plus the \$1.99 surcharge - the note on this one - the surcharge is going up to \$3.99!!!!!! So in one year my bill went up \$11.99 per month - NOTHING has changed with my service, I still have to call in every couple months for them to fix things and my speed is still the same. but I'm paying more just because of fees.

0 Reads

1 problem. But they can't get ahold of anybody,
2 because they have a landline. Or like I'm on the
3 fire department. I can't do the work or write
4 anything up because I don't have service. What good
5 is it for me to have to drive 18 miles to town to
6 use the computer in town when I should be able to do
7 it from my home.

8 UNIDENTIFIED: And it's what you're
9 paying for.

10 MS. LISA HUTCHINSON: And it's what I'm
11 paying for.

12 JUDGE OXLEY: Thank you for your
13 statement. Do you have anything further to say?

14 MS. LISA HUTCHINSON: Uh-uh.

15 JUDGE OXLEY: Thank you.

16 Was there anybody else who needed to
17 speak quickly?

18 Okay. On my first sign-in sheet,
19 Ms. Charlene Hawkins, or Harkins, I'm sorry.

20 MS. CHARLENE HARKINS: Charlene Harkins,
21 H-A-R-K-I-N-S.

22 We live on Duglee Road, and although our
23 address is Duluth, we live in the Brimson area.
24 Brimson is about 70 miles south of Ely, about 35
25 miles inland from Two Harbors.

1 Frontier holds us hostage. They are our
2 only option in the Brimson area. The only option.
3 Even our cell phones have to run off the DSL tower
4 because we don't have AT&T service either.

5 My complaints have to do with billing and
6 Internet.

7 Our bills. Since August of 2017 to
8 August 2018, our phone service has increased in cost
9 22 percent. The digital phone service has increased
10 from \$39.99 to \$52.99. The high-speed Internet,
11 that's what they call it, has increased from \$30.01
12 to \$36.01. The high-speed Internet gateway, which I
13 learned today is the cost of equipment, which we
14 haven't had new equipment in four years, is charged
15 from \$4.50 to \$6.99. In total, the bill has changed
16 from \$74.50 to \$95.99 in just one year.

17 Today I called Frontier, as I often do.
18 The average wait time to get a customer service
19 person is 15 minutes. Today it was 14 minutes and
20 15 seconds. I had the pleasure of talking with
21 Joseph. Joseph could not answer any of my
22 questions; however, he had the line open the whole
23 time he was looking up my account, which I could
24 tell him the account because I had it in Frontier of
25 me, but during this conversation I could hear about

1 his three partners who had tattoos that took over 22
2 hours to complete. So I learned all about tattoos
3 today and not about my phone bill.

4 Our online bill payments, because it's
5 nice to pay a bill online, takes at least five days
6 to be credited to the account. So, for example,
7 last week I put in a payment for our Frontier bill
8 and I found out our bill was now \$205, it went over
9 the \$200 mark, that I put it in on the 31st and
10 today it had not yet cleared, yet it was due today,
11 so I will be charged an overage charge again. So I
12 will be calling Frontier again, hopefully not
13 Joseph.

14 Our Internet service in our area is very
15 poor. I have download speeds -- my average download
16 speed this morning was 1.2 megabits. The upload
17 speed is .45. I don't know why we call it
18 high-speed, it certainly is not. I want to qualify
19 that by I work from home. I'm a university
20 professor. I work for Walden University and Capella
21 University. The Internet is very important to my
22 livelihood. It's a big deal.

23 Our service representative, or the tech
24 representative in our area, is awesome. You guys
25 should have him. Joel is awesome. But he comes out

1 and he says I really can't do anything to help you,
2 but, you know, if you're really in a bind you can go
3 up to the brick building by Hugo's, which is a bar
4 in our area, Hugo's, some of you may know it. You
5 can go sit by the brick building and you can get
6 fast downloads if you need to. So occasionally,
7 when I'm behind in my school work, I go in my car
8 and I sit by the brick building to download student
9 papers. Yes, that's ridiculous.

10 So I would just like to say that we are
11 held hostage because we don't have other options. I
12 wouldn't mind paying the bill if it worked and if we
13 got the service that we are supposed to. We've been
14 told that high-speed Internet will come to us down
15 Highway 44 sometime this year, but it has not. So,
16 you know, where is it at? One megabyte is not
17 high-speed.

18 Thank you.

19 JUDGE OXLEY: Thank you.

20 So just before I call the next person's
21 name, it's very helpful to the people who are here
22 who are going to be acting on different pieces of my
23 report to know the specific service that your
24 complaints are associated with. So that's a big
25 help to me. So if you say I want to complain about

May 21, 2018

Docket #18-122
Commerce Department
RE: Frontier Communications

TO WHOM IT MAY CONCERN:

Finally, it is about time something be done with Frontier. I have never had such a terrible internet/phone carrier in the 40+ plus years I have had one or both services. Granted, I have lived in larger cities where I had choices until 05/2010 when I moved to a very small town with a population of 400+. We have NO choice as to who our carrier is. I have reiterated that many times to them that if there was another choice, I certainly would not have Frontier. I would drop them in a minute.

I moved back to Herman in 2010 and I cannot tell you how many times just in the first 12 months I had to call Frontier regarding my bill. I NEVER knew what it would be. Where do they get some of these charges?? When they would check and see that something was wrong, they would say to go ahead and pay the amount showing and that it would be credited on next month's bill. Sometimes it was and sometimes not. But – that was the easy way out for them. They didn't do any adjusting at the time I talked to them so by the time the next bill would come – it became more confusing. I won't do that anymore if there is a concern. Now I tell them to adjust right now and I will check online immediately to see that it does show.

Another time we were without internet service in this area due to a truck hitting the line. I understand that. But – I work out of my home and was without service for 3 days. I believe that was 2017. They told me that I would be reimbursed for those 3 days (granted it was not very much) but, of course, I had to call back and have that adjustment made. The good thing was that I had spoken to a supervisor when this was all going on and had her name and number and did get credited for those 3 days. Do these people not check notes? That should have been sent to the accounting department at that time and noted on my account.

Then in October of 2017, I called to have my internet speed increased. I was paying \$19.99 for 6 gigs from 03/02/2015-03/01/18 and had asked about increasing to the next which would be 12 gigs. I had initially called back in April but the lines were capped and no opening is what they told me so when I called back in October, they now had lines open. I had it increased and was told it would go up \$10.00, now making it \$29.99 till 03/01/18. That is what he told me and had him repeat it a couple time and writing my notes. The next month it went from \$19.99 to \$54.99. I never ever was charged \$29.99 like he said, instead it jumped to \$54.99 right up to March 1. I called Frontier on 01/25/2018 to find out what was going on and talked to a Jeff (who probably has been the most helpful of anyone I have ever talked to from Frontier) and explained everything to him and he reimbursed me \$99.00 (\$54.99-\$29.99 for \$25.00 per month) for 4 months (from 10/10/17-01/10/18 billing period). He could not do the exact \$100 as he said then it would have to go before a reviewing committee but could do the \$99 and I

was fine with that. There is still 1 month (02/10/18) that I was billed the \$54.99 where I should receive another \$25.00 back but I am so tired of calling them.

It just seems like a never ending battle with Frontier. No one around here likes Frontier. I have heard nothing but negative towards them. We should have a company that works for the people and be happy with the services. Having Frontier for our internet/phone carrier has been a nightmare for the 8 years I have had them. From what I heard, a city committee years ago could have gone with either of 2 smaller and independent companies but instead they went with this company who has no competition and is a monopoly around here. A few miles one way is Runestone and a few miles the other direction is Federated. Those people are happy with their service from what I hear. Why can't we just have a company that we can work with rather than all these headaches we have been going through.

UPDATE to when I initially started writing this letter – On April 17 (today), I went into my Frontier account to pay my bill. Not surprisingly, as I think I always have anxiety when checking my balance due, I am AGAIN overcharged. This time \$20.00. My current bill under “Other Service Charges and Credits” was \$20.00 overcharged. When comparing it to last month’s bill, I checked why that \$20.00 was not deducted as it says in explanation column – “12M Value Customer Credit Term 11/17/17-11/18/18” and in amount column – “-\$20.00.” This time that was not even on. I called immediately and her explanation or I should say “excuse” is that it just “dropped” off the computer because they are doing so much at one time. NO EXCUSE!!! She sent through a “Remedy” ticket and I will be (we’ll see) notified within 48 hours by phone or email as to the correction with the “correct” amount resolving the matter. This is TOTALLY unacceptable!!!! Never received a phone call or email. I had to call them back a few days later. Now their explanation was that you can only have 1 deduction at a time – so they take the least one – yes – in their favor. I truly think they make up their rules as they go along.

There has to be a cap at some point. Every month I get the bill, I really think I have anxiety as to what the bill will be this time. If I didn’t have to have a land phone, I would get rid of it and if I did not have to have wired in internet, I would get rid of it – but I need both.

Any help you can give us with Frontier would be greatly appreciated.

Sincerely,

NanMarie Hill
PO Box 202
Herman, MN 56248
nmhillbus@gmail.com

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

Kelly Hjort · Citizen · (Postal Code: unknown) · Feb 19, 2018 4:40 pm

 3 Votes

I hesitate... where to start? Can I just say Dido to what the others have said? We have Lived in the (651 and before that when they changed it from 612 area code) Anoka County area for 39 yrs. in the same house since married. I have so many aggravating things I could say about Frontier Communications. I can't write them all down but first, I must explain to the PUC that you might be wondering why not change company's? We can't or couldn't for many years Frontier has had the monopoly on service in the rural country side. That's why we need help....Maybe to allow other company's to come in. I would Love to have other choices. We are in what they call "a Hole" Cells don't work very good but that is our choice now for almost a year it's been since we canceled Frontier and even though it is not great it is better then Frontiers Internet off for days and weeks with tons of phone calls to Customer service and rude and/or no help service techs that come out. At least with the Cell Phone even on a bad day it is no where close to Frontiers poor service. I have been paying for High Speed Broadband Max Internet when they first come out with it years ago and just recently Quote unquote said to me "Ultra & Broadband Max has Never been in our Area!" That was it, Done.....so when I went to cancel them they said after days that they couldn't cancel us because there were Local freezes on our telephone so canceling couldn't happen! Our canceling was getting rejected. Frontier told me there was a Local Feature called freeze that was on our phone from 6 other Old Providers! There has never been 6 other providers here in our area. Frontier lies to it's Costumers they will say anything to a costumer to keep them or prolong the canceling of them! Also when they put in our service they put it in the swamp ditch so it gets water inside and the fix they did after many thousands of calls was to push the wires up added dirt and put a plastic baggy around it! Of course water still will come in and plastic bags and twisters rust and don't stay wrapped. Every spring or when it rains heavily it floods and then we don't get internet until the water goes down or the rains stop! For 30 some years can you believe how much headaches we've had dealing with Frontier? Please, Please help us! They've been here saying we need new modems and phone filters, and always they change settings on our computer. They make me change passwords stuff that has nothing to do with bad internet connections! I paid for a service they said they have years and years then to find out they don't have it! They stole money from us for non existant services! I have saved our bills from 2017 with notes as to what they said and did. I have work order numbers too from before we canceled them. Like that they now told me they only have Broadband Lite in our area a person can't believe them on anything!

STEVEN & SUSAN LAACK · Citizen · (Postal Code: unknown) · Feb 19, 2018 8:03 pm


 3 Votes

We have had lots of trouble with the internet and long distance calls and phone calls being dropped. Clean Computer PTS Teach told me they can't clean my computer because of the internet. The internet has to be upgraded keeps dropping and we are paying good money for bad service. I was told by teach. that there isn't anything they can do and they understand. They said to do Code Blue and gave me the number to call and this means HIGH DEMAND 24/7. I called 7/5/2017 and 8/10/2017. They told me it shows that I called and the internet has to be upgraded and sorry that it's not being taken care of. My husband needs the internet for work. Every time the internet drops (many times) what he was doing it starts it all over again. It's such a headache with banking and etc... This has been going on for over two years with the internet. Frontier

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

Kelly Hjort · Citizen · (Postal Code: unknown) · Feb 19, 2018 5:55 pm

 0 Votes

I wouldn't know if they complied with the commissions service standards, don't know what they are, but for over 30 yrs. of having to deal with their service I can say they serve us as a costumer of Frontier horribly! I will relate a instant where after multiple calls and putting in multiple order numbers finally a guy came out, my son who lives next door just had a problem a few weeks earlier and said he knew what his service guy did so he came over to help watch the repair guy to make sure he actually worked on our internet issues that was slow and stopping altogether! They said it is a problem he could tweak outside by where the wires come into the house. The repair guy said after talking with my son that "Oh I will go out and Tweek the things inside your box" he left and my son raced outside to "Check on the guy to make sure he did what he said he would". My son caught him coming back with not doing anything and confronted the guy! The repair guy was mad being caught in a lie not doing his job! Other times, yes we would get the same answer like "Sorry you are at the end of the line so you won't get the same internet that others get! Another good one is "Oh, we accidentally turned off the switch at the main box! It would work for just a couple days then we were back to slow or nothing at all! We can't trust Customer service they lie about prices and what is available in our areas and other things and we can't trust most of the repair men. Granted not All the repair men have been bad but when a person has been repeatedly abused you have a hard time letting your guard down.

Shannon Bulson · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:13 pm

 0 Votes


I have problems with my internet. we have to reset it 4 to 5 times a day. Frontier just says their is a lot of people using it nothing they can do. We also HAD a landline we had to disconnect it a couple summers ago due to the fact it kept calling 911 and 411 with no phone attached to the line. the police would show up at my door at 3:00 in the morning (we didnt call no phone attached to the line.) they would come to my home and accuse the kids of calling while i was at work the kids would have to call me at work and have the police talk to me to explain that we dont know whats going on and frontier doesnt know whats happening either. But we still have to reset internet 4 to 5 times a day its getting old.

Danielle Hanson · Citizen · (Postal Code: unknown) · Feb 19, 2018 9:34 pm

 0 Votes

Frontier internet is constantly cutting out. I am unable to work within a simple google doc without being told I can't keep working because my internet needs to re connect. Whenever I have called customer service they are not helpful and usually stick me on hold for long lengths of time. They have yet to solve the issue I am calling about. We are paying for internet and get intermittent service at best.

Melissa Minars Dobmeier · Citizen · (Postal Code: unknown) · Feb 20, 2018 8:39 am

 0 Votes

I've had Frontier for probably 25 years as it's the only thing available in my area. We

From: Maureen Holtzman
To: [Staff, CAO \(PUC\)](#)
Subject: Docket Number 18-122
Date: Saturday, February 17, 2018 1:17:12 PM

I have been a Frontier Communications customer for 2.5 years.

I have had to wait for weeks for repairs, and received internet speeds that were a fraction of what I was paying for (4-7%) for months. I work from home and had to call repeatedly and have numerous techs out to my house for almost two years before I was able to get what I was paying for.

When I would reference the helpdesk ticket confirmation numbers that I was given, they would have frequently been 'lost' and I would have to start over with a new representative and case.

--

Maureen Holtzman
Cell: 612-201-0212

From: Ruth Hunecke
To: [Staff, CAO \(PUC\)](#)
Subject: Docket 18-122
Date: Monday, February 19, 2018 1:14:16 PM

January 19, 2018

Ruth A Hunecke
510 Court Street
Albert Lea, MN 56007-2628
507-210-2955
Hunecke85@gmail.com

I'm writing to you in the matter of Frontier Communications docket number 18-122.

First I'd like to say, I never received a bill or anything from them saying I owed any money. If I had received the bill I would have paid it. I went to incur about a business matter and that bill came up. I immediately called them and I was put on hold. Then I was connected to so many different people. Plus, when I got the person to help me pay the bill they couldn't get the credit card number right. I repeated myself at least 5-6 times. All together I was on the phone with them for over an hour working on paying the bill and trying to get their help in getting a paper receipt and I got "NO WHERE". When I asked for a receipt an I was told I could go on Frontier.com an get a printed copy from there. I tried that but it didn't work. That's when I called back and asked for as printed receipt. I was told beings my acct was closed that I wasn't able to get my receipt. All I could get at that moment was the conformation number. I already had that but I need a paper receipt. So I asked to speak with management I was told that management wouldn't be able to help me either. I was told that I had to wait until next billing cycle. All I could get is that "WE HAVE NO WAY OF PRINTING A RECEIPT ." That I have the conformation number and they said that the conformation number was proof that I paid it. That's not what I needed. I needed a printed copy for the business matter that I am trying to do. They were not willing to work with me and hand write a receipt or type up a receipt in order to get it in regards to the business matter at hand. I will "NEVER" do business with Frontier again. I was taught that when you pay a bill you get a receipt and isn't it by law if you ask for a paper receipt that they're to give you a paper receipt. Please help me with this an close Frontier.

Thank You
Ruth A Hunecke

~Ruth~

1 JUDGE OXLEY: Oh, yes. If you haven't
2 signed in, please sign in. One of the pieces of
3 information that I give the Commission is how many
4 people attended. The more people who attended, the
5 more impact the hearing has.

6 (Break taken from 7:34 to 7:56.)

7 JUDGE OXLEY: Welcome back to this
8 exciting evening here. So we're back on the record,
9 folks, and where we had left off before the break
10 was Ms. Rinzie Ganmanji -- could you tell me your
11 name again, ma'am?

12 MS. EMILY INGRAM: My name is Emily
13 Ingram.

14 JUDGE OXLEY: So we left off with you
15 having a question or a comment to make. Would you
16 like to --

17 MS. EMILY INGRAM: Absolutely.

18 JUDGE OXLEY: I got started here even
19 though people are still in the hallway talking to
20 customer service people because I felt we need to
21 get going, and they've got their issues, and the
22 important thing is everybody gets a chance to talk.

23 MS. EMILY INGRAM: My name is Emily
24 Ingram, E-M-I-L-Y, I-N-G-R-A-M.

25 I had service with Frontier for a number

1 of years. The accumulative years was three years of
2 bad service. The phone line always had either a
3 hum, a hiss, or some kind of static, and that was
4 just on my side of the line. There were numerous
5 times when people that I was calling, friends and
6 family, you need to hang up and try again because I
7 can't hear you.

8 When I called and complained to Frontier
9 they said you need to buy a new phone, your phone is
10 just too old. Okay, it was like 15 years old so I
11 bought a new phone and there was no change.

12 Additionally, when I moved up here full
13 time in 2014 and I activated my service with them to
14 be here full time, they signed me up for a voice
15 mailbox and never gave me the pass code and never
16 told me that I was getting a voice mailbox that was
17 electronic. So for six months I only got a third of
18 my voicemail because I had a answering machine at my
19 house and didn't think to look, oh, I need to go to
20 my voice mailbox that is online with Frontier that I
21 don't know anything about. And part of what I was
22 trying to do in that six months was to find a local
23 electrician to rewire my basement. And I thought,
24 okay, they just don't want my business. No, they
25 couldn't get ahold of me to return my calls because

1 it was going to my voicemail that I didn't know
2 anything about.

3 Additionally, I had Internet service with
4 them, and the Internet speed, the max I ever got was
5 1 megabit per second download speed. The average
6 was not more than .5 megabits. And the slowest I
7 ever managed to get it to connect was 0.01 megabits
8 per second with pings of 6, 7, 800 microseconds to
9 the servers in Duluth.

10 In the summers -- so I live at the end of
11 Garden Lake Road, it's, you know, the end. So in
12 the summer I never had Internet connection Friday to
13 Monday. If I wanted to do something at home on the
14 Internet, it had to be Tuesday, Wednesday, Thursday.
15 And that was not just me, that's everybody outside
16 of town, as far as I'm aware. And the problem is
17 they've oversold the bandwidth because they're the
18 only provider and they're not upgrading their
19 equipment to meet modern standards, right. And I
20 know that because the technician tells me that.
21 When I could get him to come out, which in the end
22 he finally said it's not worth either of our
23 troubles for me to come out because we both know
24 what the problem is and I can't do anything to fix
25 your problem.

1 And when I told customer service that on
2 the phone with Frontier, they scoffed at me and
3 said, oh, no, that can't possibly be the case. And
4 that is absolutely the case. And I'm not saying
5 that to get the guy here in town who does this in
6 trouble. He and I both just know the truth of the
7 situation. And the truth is the equipment is bad.

8 Furthermore, just this weekend two of my
9 neighbors were talking about their Internet and they
10 just had a service call and the service tech told
11 neighbor A, oh, your problem is neighbor B down the
12 road, and they told neighbor B, oh, your problem is
13 neighbor A. We know they have oversold the lines.
14 It doesn't take a genius to know these things.

15 Additionally, at one point the service
16 tech told me, I'm sure if you and your neighbors
17 gang up and agree to a higher speed plan, Frontier
18 will fix your problem. My response to that was, if
19 you can't provide the minimum service, why would I
20 expect you to be able to provide a higher level of
21 service? And he had no answer for me.

22 Finally, in the summer of 2016, I decided
23 to file a complaint with the Attorney General's
24 Office and also the FCC. The response I got to the
25 complaint filed for the Attorney General's Office

1 was the client has been informed that the speeds
2 that she's receiving are not accurate because she is
3 not connecting directly to the modem. We have told
4 her this in the past, and there is nothing we can do
5 about it until she connects direct to the modem
6 instead of wirelessly. Yes, I expect there to be a
7 loss of speed when you're going from wire to
8 wireless, but not to the point where your download
9 speed is 0.01 megabits per second. That's
10 ridiculous.

11 And when I got the response from the FCC,
12 their response was, well, the customer is no longer
13 a client so there's nothing we can do about it.
14 Which is true, because in the meantime I cancelled
15 my service. But that's not an appropriate response
16 to years of bad service. Oh, not a client, nothing
17 we can do about it.

18 Additionally, on the paperwork I was
19 given, there was contact information for a woman in
20 Miami, if you have questions, contact so-and-so,
21 this is the number. I called five times a day for
22 three weeks. Never once did she return a message,
23 never once did she answer the phone.

24 Oh, sorry. And finally, when I did
25 cancel my line, I had a credit of \$25. Frontier

1 held my \$25 for 90 days because they wanted to make
2 sure that there were no additional billing issues
3 that were going to arise. Which I find really
4 interesting, because if you're even one day late,
5 you get stuck with an overage charge. And as the
6 woman said previously, it takes days for the
7 electronic payments to clear. How can you be
8 responsible for a failure of their system?

9 That's what I had to say. Thank you very
10 much for your time.

11 JUDGE OXLEY: Thank you, Ms. Ingram.

12 I'm sorry, I have to go out of order a
13 little bit because I mixed up the sign-in sheets.

14 But Mr. Bradley Sagen.

15 MR. BRADLEY SAGEN: Thank you. I am
16 Bradley Sagen, S-A-G-E-N.

17 An Ely address, but a resident of Fall
18 Lake Township, which is in Lake County. And Lake
19 County is part of my concerns because, as has been
20 mentioned, broadband service was to be offered to
21 Lake County, and indeed, that service is about 200
22 yards from our house, but they won't connect us. So
23 that leaves us in limbo. So you should realize in
24 your proceedings and analysis that only portions of
25 Lake County are being served by broadband. There

1 time your service goes out and ask them to take that
2 off your bill? That's ridiculous.

3 One time we called and they argued -- and
4 I can't remember the exact terminology, he goes,
5 well, do you have the upgraded system? I'm like
6 what upgraded system. And he goes, well, I'll
7 upgrade you. Does it cost the same? Yes. Well,
8 then, why wasn't I given the upgraded system to
9 begin with. And then it improves a little bit and
10 then you're okay for like maybe a week or so and
11 then it starts dropping again. You call Frontier,
12 and I don't know, is it in New York, is that where
13 it is, the customer service is that I talk to
14 usually? They don't know a thing. They don't know
15 what's going on. And, again, you're given the
16 runaround all the time. We're paying for service we
17 don't get.

18 JUDGE OXLEY: Thank you, Ms. Santo.
19 Nancy Johnson.

20 MS. NANCY JOHNSON: I've had trouble with
21 Frontier not just this year, last year.

22 Can you hear me?

23 UNIDENTIFIED: Get closer, tip it towards
24 you.

25 MS. NANCY JOHNSON: Okay. Last year I

1 didn't have phone service for over two weeks or any
2 Internet service. I have children who all live in
3 the Twin Cities and their spouses. They want to
4 come and visit us at Eagles Nest but they can't
5 because they have to work. They don't get vacations
6 in this modern world. You work 24/7, 12 months of
7 the year if you're in the modern workforce, and you
8 need the Internet to communicate with your
9 employees, anyone you're working with. One of them
10 is an attorney, he has to be able to communicate,
11 and it's useless.

12 So then this year when the electricity
13 went out on the 29th of June, as it did last year
14 when the phone was out, my line phone, I called and
15 I said I have a husband with a pacemaker, we must
16 have the line phone to connect to his monitor. It's
17 no good to have a cell phone. The monitor registers
18 in St. Luke's in Duluth. We'll put you on a medical
19 speeded ticket. Well, it took them over two weeks.
20 If that's a medical speed ticket, I don't know.

21 The same thing happened on June 30th, I
22 call up, he's still got the pacemaker and we need
23 the line phone, plus our Internet. They put me
24 again on an emergency medical ticket, they'll be
25 there in two, three days. It took them 36 days to

1 hook up a line phone for his pacemaker. So then one
2 of my sons called from the Twin Cities and said, I'm
3 coming up, I want you to come on Monday the 9th and
4 fix their phone. We'll come. He drives all the way
5 up, sits there all day, they said they'd be there
6 from 8:00 to 12:00 sometime. They never showed up,
7 they never had the courtesy of calling and saying
8 we're not coming. So then another son called from
9 Minneapolis on the 17th of July and said this is not
10 only a medical issue with my father's pacemaker,
11 it's a safety issue with my two very aged parents.
12 Thank you, David, for referring to us that way. But
13 they said we'll be there on Friday morning from 8:00
14 to 12:00. He drives up from Minneapolis, gets here
15 at midnight to Eagles Nest, sits there all day
16 Friday, they never show up. He calls the phone
17 company finally about 1:00 in the afternoon and said
18 I told you it was a medical issue and a safety
19 issue. That's your problem, not ours, they said.
20 That's all they -- how they dealt with us. We've
21 had the service for 50 years. Plus my husband is
22 90. We had the old DM&I telephone service, so you
23 know how old we are, how long we've been with the
24 three companies, Gopher, Continental, and now this
25 Frontier, which really isn't a company, and we're

1 just darn disgusted.

2 JUDGE OXLEY: Thank you.

3 Nita Utterback.

4 MS. NANCY JOHNSON: We have Internet also
5 and it's never there.

6 JUDGE OXLEY: Did you want that to be on
7 the record, Ms. Johnson?

8 MS. NANCY JOHNSON: Yes. Our Internet
9 never works.

10 MS. NITA UTTERBACK: I'm Nita Utterback,
11 U-T-T-E-R-B-A-C-K.

12 I've been a customer of Frontier for 12
13 years now. I wouldn't say a loyal customer, I would
14 say a captive customer. In those 12 years, I would
15 be conservative saying I've had 70 work orders in.
16 Last year, between May and November, I had 23 work
17 orders. I work from home. I'm a government worker.
18 I ended up taking 20 days of my vacation time last
19 year waiting for Internet, to come fix my phone or
20 my Internet. Oh, and I do have phone and Internet,
21 I'm sorry.

22 A lot of times I would get a phone call,
23 hey, it's all fixed. And the phone would be fine,
24 but the Internet would still be down. So I'd call
25 and say, yeah, the phone is fixed, but not the

Josephson

The cost for our telephone service increased by \$13 from 2017 to 2018. No new services were added. Bills are attached for comparison.

Attachments: [Fronter Bill - 2017 and 2018.pdf](#)

1 Read

Reply to Kyle Greene



[Alicia Holicky](#) 23 days ago

My Frontier internet bill increased \$5.00. I am on auto pay, so I tried to go on line to look at my statement to see why my bill had increased. It was in the evening about 5pm, so internet was very slow, I could not even get on line. So I called them, was on hold for about 15 minutes. Finally was able to take to someone. She proceeded to tell me that my promo pricing was up hence the extra \$5.00 charge. I asked what was the price increase back in February then? She said that was for "Internet Infrastructure Surcharge". I said what infrastructure.?, There hasn't been any improvements in my area for years. My internet is so slow, I had to call because I couldn't get on line. She proceeded to tell me that Frontier no longer provides internet service in my area. So I asked does that mean they will not upgrade,or make any improvements to improve the quality of service?. I was told , I can not upgrade. I could not get an answer about the quality of the internet in my area. Prices keep rising, but the quality keeps going down. I've been looking for other options, but not having any luck.

0 Reads

Reply to Alicia Holicky



[Stephanie Josephson](#) 22 days ago

I called customer service earlier this spring because my bill went up yet again. I pay my bill online, but still prefer to get a paper bill in the mail. Half the time I don't have internet. She told me I needed to go to paperless billing as they were charging customers for paper billing since Jan 2018. Is this

what the internet infrastructure charge is? I told her I have never heard of a company where you pay monthly charges to get a paper bill. There isn't a paper billing fee on my electric bill or any of my credit card bills. Now I woke up this morning still no phone line and internet keeps throwing me off.

0 Reads

Reply to Stephanie Josephson



[Tara Anderson](#) 22 days ago

I am relieved that Frontier is being investigated. Their billing practices are unethical, and their customer service is extremely poor. We've been incorrectly billed on multiple occasions, and have spent numerous hours attempting to have our bill corrected, only to be told the bill was fixed when it wasn't. Our most recent encounter was when our bill increased by about \$5.00/month - from \$29.99 to \$34.99. When I called to ask why and try to get it reduced back to \$29.99/month, I was told that it would be fixed on our next bill. During that call, the representative also offered to upgrade our speed for free. However, our next month's bill was more than triple our previous rate of \$29.99 - it was over \$100.00. When I called to demand that it be fixed, I was told that the charge was appropriate because of the upgrade. I said that I was told it was a free upgrade, so the representative agreed to credit our account and change our billing rate to reflect the previous rate of \$29.99. I recorded the confirmation number in anticipation of having to argue my case if the bill wasn't fixed the next month. The next month, our bill was not fixed, and we had not received any credits. Our rate was still over \$100. When I called customer service I told them that it was supposed to have been fixed and provided them with the confirmation number from my previous call. I was told that the confirmation number did not exist. I continued to call Frontier and ended up speaking to numerous representatives but was unable to resolve my case. I finally spent hours chatting with a representative online who told me that Frontier would credit my bill to cover part of the surcharge but that we could not receive our original rate of \$29.99 because we had opted out of that promotional rate when we upgraded our account. We had to agree to a three-year contract in order to get a monthly rate of \$36.98, which is where we are today. After spending so much time on this and feeling completely powerless in the situation, I agreed to pay a slightly higher monthly amount just to be done. I think that Frontier should correct the billing rate for all of their customers who have been lied to and improperly billed and that the company should reimburse us for what we have paid in excess of the rate we were originally promised.

1 Read

Reply to Jean Evens



Stephanie Josephson 23 days ago

I have been a frontier customer for over 40 yrs. Only because of where I live there is no other company available. My cell service is not reliable in my area so I need to have a landline. I also have high speed dsl through frontier. I have had nothing but problems with billing, phone and internet. I cringe when I have to call for help because I always get the runaround with them. The latest, my internet has been throwing me off every 2-5 minutes. When I called the person on the other end was performing tests. We got disconnected and he never called me back. I called again and got a new customer service person. He ran tests, told me the test was showing more than 400 disconnects in the last 3 days. He also told me the test was showing several shorts in the line somewhere. He put in a ticket number and said it would be fixed within 4 days. 4 days later I was still having problems but not as many disconnects. I looked up the ticket number and it said completed. It has been 4 days since and I have had a lot of clicking and crackling on my phone line while in use. on the 5th day I have no phone line! No way to contact them without a phone. Climbed on the roof of my house to use my cell and call them. They ran a test and there is a line problem and put in a new ticket number in and told me it would be 14 days before it will be fixed! What? I had better not get a bill this month! I am in tears as I need to make important phone calls today, doctor, water repair man, sick mother, pay bills, fuel company, and I am supposed to be without a phone for TWO WEEKS?

1 Read

Reply to Stephanie Josephson



Michele Volkenant 22 days ago

I live in Green Isle, MN. Frontier is our only option for land line and internet. I called to have service started under a new name as we just inherited the property from the previous owner. The previous owner had internet (which was supposed to be wifi high speed but wasn't fast as promised) and a land line. I called for internet only and was told I had to have a land line to have internet. I made a date for

METROPOLITAN COURT REPORTERS, INC.



13890 Fernando Avenue • Suite 100 • Apple Valley, MN 55124
(612) 333-7333 • Facsimile (952) 432-8761

John T. Kirby
Principal

March 6, 2018

Mn Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101
651-296-0406

COMPLAINT RE: Frontier Communications

Gentlepeople:

After watching a local TV news report on complaints of Frontier customers, I have reversed my decision to not file a complaint.

I am a long-time customer with the same land line number of 952-432-1055 since at least 1971, at residence 452 Reflection Road in Apple Valley, MN. My wife and I added a business line of 952-953-9794 to receive a 612-333-7333 business number, and a third number of 952-432-8761 for a business fax number.

In 2002, we moved to 13306 Huntington Circle, Apple Valley, and had no problem transferring all three numbers.

Two weeks prior to moving from that address to 13890 Fernando Avenue in Apple Valley, I called Frontier and gave them all three numbers, and specifically the business line for the 612 number, to transfer to Fernando on July 28, 2017. And then the nightmare began.

On Friday, July 28, 2017, the Frontier technician arrived at 13890 as we were moving in. I showed him where I wanted the two business lines installed. He informed me that his work order was only for one line to be installed, the 1055 number, and without a work order, he could not forward the two business lines and I would have to call for an appointment to have that done.

While driving down Cedar Avenue to Charter Communications, on Saturday, July 29th, I noticed a Frontier office at 16690 Cedar Avenue South and stopped there early Monday morning to report my dilemma. I was provided a phone number to call and had to make at least five trips to that office with a run-around each time, and at

Kirby

least twice setting appointments at our home between 8:00 and 12:00 or 8:00 and 5:00 where I made myself available and resulting in no-shows. One number I was given was to a manager who left a message that he was on vacation for two weeks and try another number.

Yes, admittedly, I became irrate and frustrated in my attempts to resolve a road block to put my free-lance court reporting business back on track.

Finally, I was given a date near the end of September that a technician would be at my address at 8:30 a.m. to install my two lines. This is nearly two months of frustration. I drilled several holes from the outside box, through the garage and into the basement office where I wanted the lines placed.

An independent contractor appeared at my door on time and I showed him the pathway for the two lines. This gentleman was most pleased with my cooperation and had everything in place and up and running within two hours. I asked him why Frontier needed to hire an independent contractor to perform this service and he said it was because I was an irrate customer. Duh, I wonder why! Over the course of nearly two months of failed attempts, I had threatened a complaint to the Public Utilities Commission. After the hassle I'd been through, I dismissed that option of another encounter with Frontier and moved on. I gave this gentleman \$20 for his professional service.

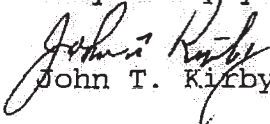
I had, of course, several messages on my phone when service was restored. One in particular was to schedule my services and followed by several days cancelling because I had not responded. I am enclosing billing statements from Frontier surrounding that time, confirming there was no reduction in this two-month period for which service was not provided. Further, if the three lines had been restored in one service call, as initially requested, there would be no further service charges. It's very difficult for a lay person to navigate these statements!

I am also enclosing a copy of two Frontier business cards at their Cedar Avenue location.

For a decades long customer, I was very disappointed, particularly in view of the trend of moving from land line service to online and ipad resulting in reduced business for Frontier.

Please accept my complaint. If there is anything further I can offer or provide, kindly let me know.

Very truly yours,


John T. Kirby

Kitzmann

3 Reads

Reply to Lindsay Meulners



[Ronald Kitzmann](#) 2 months ago

Frontier underperformed consistently with Internet service despite several calls to customer service. They sold me a higher speed service that made absolutely no difference, but at increased monthly cost. After more calls to attempt a fix and receiving conflicting information, we cancelled the service plus the landline we had for 36 years. After cancelling they charged an early cancel fee of \$100 for their "premium" service. I filed an earlier comment with the state and the BBB with no satisfaction.

3 Reads

Reply to Ronald Kitzmann



[Walter Schleisman](#) about 1 month ago

comment...Hello, we have Frontier in Two Harbors MN. We continually encounter times when there is virtually no service speed. Even emails won't load. Other times it is just extremely slow, but it kind of works. It makes no sense to me that I pay the same amount for modem speed as I do for 50mb speed in Minneapolis. If they can only provide terrible internet, they should only be able to charge for terrible internet. Right now they have a virtual monopoly and seem to be abusing it by charging regular prices for irregular internet service.

3 Reads

Kristoff



Sept. 13, 2018

Minnesota Public Utilities Commission
121 7th Place East, Suite 50
St. Paul, MN 55101

Joseph Kristoff
2051 235th Street
Marshall MN 56258
Re: MPUC Docket Number P407,405CI-18-122

To Whom It May Concern:

We have been customers of Frontier phone and DSL internet service for many years. Frontier is the only option in our area. During that time, we have paid for high speed internet that we frequently receive at much lower speeds than promised. We often lose internet access.

On our June, July, and August bills, there was a \$1.50 charge listed under "Other Service Charges and Credits." with the only explanation being "Frontier." After looking further into itemized billing for calls, we found that the charge was for directory assistance calls, the same number each time. We were absolutely sure we did not make any directory assistant calls, especially since these calls were made during the very early morning hours. When talking to a customer service rep, she insisted the calls were legitimate and that if we did not want the directory assistant charges, then we should not make the calls to directory assistance. We were insistent and they did finally credit our account.

We are required to have phone service to get internet service. We would like to receive internet service without having Frontier phone service. We were told this is not possible.

Frontier billing is difficult to understand. When questioning a customer service rep about fees not matching brochure package fees, we received an offer to rebundle for a better deal. It is still too difficult to follow.

We hope to receive better service and competion.

Thank you.

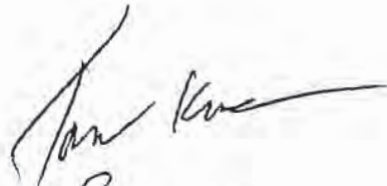
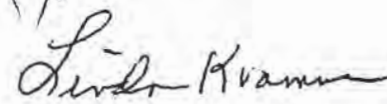
Joseph Kristoff

70754

Enclosed is a letter in part
sent to Frontier Communications
June, 2017 pertaining to service
and billing practices.

RECEIVED
FEB 26 2018
MINNESOTA PUBLIC
UTILITIES COMMISSION

From: Tom & Linda KUAMME
1358 4th Ave NW
Milaca, MN
56353

 2-22-18
 2-22-18

IKneedte me @ yahoo.com

To: Public Utilities Commission
Docket # 18-122

page 1 Frontier is the most irresponsible company we have ever had to deal with, the internet has been very sporadic for the past year the tech support I was dealing with even said it has disconnected 50 times, I have documented 10 times since Feb. 26, 2017 to the present which it has been down for a week while we are waiting for a tech to come to our house to fix the problem. When talking to Cynthia customer service representative on 6-1-17 she promised to set us up with a stronger signal Vantage Elite internet. In doing so we received a new router on June 7, 2017. I tried to install it myself but the internet did not work so I called tech support and a representative named Steve was very very helpful. In the process he said the router we received needed a tech to install. In doing some checks he said the DSL line needed work

Page
2

As a result we were promised a tech to come out to the house scheduled for 6 days out (June 12, 2017) trouble ticket number 001273623. He also suggested that we could call to expedite a tech to come out to the house. I called at 7:30 AM the next morning (June 8, 2017) but was told Frontier would get a tech out as soon as possible. No callback no tech.

As of June 12, 2017 we had to cancel 2 appointments scheduled for June 12, 2017, because we had to sit and wait for the tech to show up - not knowing what time to expect his arrival. Would be my suggestion to communicate with your customers waiting for help.

As a result of no internet service my husband has lost wages due to no internet service as he does his work on the computer.

Page 3

My husband is hearing impaired and has the Captel (Captioned Telephone) but as a result of no WiFi connection it is not in service for over a week now.

Page 24

Another expense we incurred was the last time a tech came out to install a new router due to all the outages. We were informed by him that it was our computer that was causing the outages. Not knowing how technology works we hired a computer expert to come to our home and fix our computer which cost us \$170. After doing so the internet went down even more frequently which tells me the problem is something your employees do not know how to fix. After talking to customer service she said she would send a survey as to the service we received but obviously I can't check my E-Mail with no internet service. As a result I am writing this. I will be contacting your billing department as to some credit to our bill pertaining to no internet service resulting in a week of charges for something I never received.

Pertaining to the billing system - the service representative I talked to as earlier mentioned. She told me there would be no charge for the new router and stronger signal titled Vantage Elite. After receiving the new router I tried to install it but it didn't work so another call to the tech support I was told that a tech had to come out to install and program the

Page 5

new router. But the next billing statement showed a charge for router \$165.48, Equipment delivery & handling fee of \$9.99 and an Interdata PIC charge of \$5.50, Vantage Internet Elite charge \$15.00 and tech install \$80.

After tech install the internet still would disconnect sporadically.

At this point we called to cancel our service as of June 16, 2017 (Friday)

On Thursday June 15, 2017 we wake up that morning to no internet service. After calling Frontier we were told they shut us off. I asked why because we were due to shut off on Friday June 16, 2017. I was told someone must have made a mistake and shut off early so they would reconnect for one day. As a result we were never credited all the outages.

We paid our last bill which dated 6-04-17 to 7-3-17 service. Since we disconnected on 6-16-17 I thought we would get a credit. After calling the billing department I was told it takes 3 billing cycles to get it. The next month statement we received in August 2017 showed we owed \$67.07. When I called the billing department she told me they would credit our account because we had already paid the Dish portion of the bill to Dish directly. But the next statement we received Sept 2017 still showed the balance we were billed was \$67.07. Rather than deal with

anyway we paid the \$67.07 on 9-7-17
this whole experience with Frontier was a
nightmare. They made promises of service and
credits to our bill which never happened. Every
call to tech support for the internet outages we
were told it was our line not on their end.
But when we changed to a different internet and
phone service we haven't had any issues of
service or billing whatsoever! So glad to be
done with Frontier.

thank you for your time.

Tom + Linda Kuamme

1358 4th Ave NW

Milaca, MN

56353

lkneedleme@yahoo.com

page 6

From: [Heather Kvale](#)
To: [Staff, CAO \(PUC\)](#)
Subject: FRONTIER service leaves elderly father without land line for over 2 mths.
Date: Thursday, October 04, 2018 9:55:46 AM

P407, 5405/CI-18-122 SHARON ROSEN/AUTHOR

MY ELDERLY FATHER LIVES IN WELCOME MN AND HAS BEEN WITHOUT A LAND LINE FOR OVER 2 MONTHS. FRONTIER EVENTUALLY SENT SOMEONE OUT AND THEY LAYED CABLE, AND HAVE LEFT IT, COVERING 6 ACCESSES TO THE FIELD FOR THE COMBINES TO RUN OVER, FOR A MONTH OR MORE. THIS IS AN URGENT SITUATION AS IT IS ABSOLUTELY NECESSARY THAT HE HAVE A PHONE LINE IN HIS HEALTH SITUATION. PLEASE ADVISE HOW TO PROCEED.

HEATHER KVALE

DHKVALE@GMAIL.COM

3202343501

From: Katherine Lahti
To: [Staff, CAO \(PUC\)](#)
Subject: PUC Docket Number: P407, 405/CI-18-122
Date: Wednesday, February 21, 2018 3:51:26 PM

Dear Sir or Ma'am:

Thank you for your work investigating Frontier Communications' service quality, customer service, and billing practices and for allowing me to comment on this matter.

I have had my share of difficulties with Frontier Communications. They are the only phone service provider in our area (Toivola, in rural St. Louis County). Many neighbors have gone wireless only, but as small business owners we need to maintain a landline. Frontier is also our only option for quasi-passable internet (DSL, but with many periods of service interruption). In my opinion, Frontier takes advantage of this situation. Their pricing is exorbitant. Their customer service and billing practices are worse. A number of years ago, our phone line was so deteriorated that during any measure of rain, the phone would go out. They strung a temporary line across our creek bridge and front yard for nearly a year. We had it elevated on a post so we could mow the lawn. I made many phone calls to find out when it would be resolved and it wasn't until I became impolite that the issue was resolved. A neighbor is enduring the same thing now. In the past couple of years I have had repeated incorrect billings (4 times, if memory serves correctly) where they charged for unauthorized services such as internet listings (which they referred to as "third party charges"). Calling to have the charges removed was an hour-long, rude, and uncertain endeavor each time. This happened most recently in 2016. I called to have the unauthorized charges removed. They kept appearing and I refused to pay the unauthorized charges (and paid the correct portion of the bill). The unauthorized charges built until Frontier threatened to disconnect the phone. Again, as small business owners, that was not a suitable option. They stopped charging but refused to credit the account. I eventually bitterly paid the bill (around \$200) just to be rid of the matter. It was not right.

I'm sure I can locate some documentation related to this if it will serve the purposes of this investigation.

Again, I appreciate your efforts on this matter.

Best regards,

Katherine Lahti
Toivola, MN

Bridge over Tannock River



Alice J. Lake
1353 Award Blvd.
Wright, Miss. 55798
218-357-2721



6/29/2012

Recent flood Carlton County Phone line Across Tamarack River



Bridge
FRONT

N

Lake



W

E

S



2012

3/20/18

Lake

RECEIVED
MAR 23 2018

Attention: Att. General

MINNESOTA PUBLIC
UTILITIES COMMISSION

Dear Sir

We have had Frontier (Phone) for years & years. The phone line lays on our bridge that crosses the Tamarack River. The wires are inside a cracking orange tube. Many times when it rains or floods like we had several years ago the bridge is under water. We can't count the times we have been with out service. I have always told the person I spoke to about these problems & have never known who to contact until I read this in the paper & got an address for you -

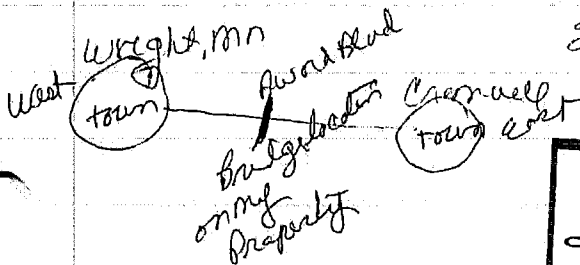
Please take a drive here so I can personally show you this shabby way of phone lines crossing my bridge. I should be compensated for all the years of wires laying on my bridge. You need to see this. Can't posts (overhead) be a better idea? I will wait for your personal reply.

Thank you -

Sincerely

Alice Lake

218-354-2421 (if the phone works!)



Highway 210

L Ms. Alice J. Lake
1353 Award Blvd.
Wright, MN 55798

1 communicated with some of the wolf researchers, and
2 there was one pack, the Sand Lake Pack, known as the
3 Sand Lake Pack by the researchers, there were about
4 six in the pack, usually, five or six. A few
5 members had radio collars that were at the same
6 frequency as our radio phones, and I thought this is
7 it, we've got to do something better than this.

8 So calling at home, watch who's on your
9 party line.

10 JUDGE OXLEY: Thank you, Mr. Brodigan.

11 So did anybody who has signed up to speak
12 not get called?

13 MR. DOUG LANDE: Yes. Doug Lande,
14 L-A-N-D-E.

15 I'm about 40 minutes from town down
16 Highway 2. I guess I've been a customer of Frontier
17 since they were available in my area. And I think
18 some of the stories tonight reminded me of some
19 early difficulties I had and then for a quite a
20 number of years it was okay, no complaints.

21 Then the last couple of years they
22 denied -- no, they didn't deny, they put me on
23 vacation. Hey, this is a story you heard tonight, a
24 vacation and you stayed connected, this is a story
25 you already heard, I may be repeating it somewhat

1 but I'll try and make it short.

2 Okay. So basically you're on vacation,
3 you don't worry, I'm gone for two months a year, and
4 I try and ask for the vacation rate. I don't use
5 the service then, that's something that I think
6 phone companies have always done. So they said they
7 would do it and they ended up billing me the full
8 billing. I called to complain and they said they'd
9 take care of it. They didn't take care it. And I
10 said I shouldn't pay this because you said I was
11 eligible for it, but you didn't give it to me. So
12 they said, oh, we'll take care of it. They never
13 took care of it and they kept billing me late bills
14 and adding other fees, I don't know exactly for
15 what.

16 But so I thought about it for a while,
17 and that was two years ago I thought about it. And
18 I called up and I say what is the reason that you're
19 unable to put me on that vacation rate when you're
20 advertising it as a zero, no hassle vacation rate.
21 And they say, the service people say you're eligible
22 for it, I don't understand it, my computer won't let
23 me do it, let me talk to the supervisor. Oh, okay,
24 you can't do that because you're on the federal
25 lifeline program. Oh, well, that shut me up for a

1 month or two and I'm thinking about that and
2 thinking, oh, the federal lifeline program is
3 supposed to benefit me, not Frontier. So they were
4 saying you can't do that because you're getting two
5 benefits at once. I was told that excuse or lie
6 twice by two different service people separated over
7 time by at least a six-month period.

8 Okay. I'm thinking about it some more.
9 I paid all the bills, all the late fees, blah, blah,
10 blah, okay. So the next year the same thing
11 happens, pretty much the same exact. And I call.
12 And what is the reason that you can't get me on that
13 vacation rate, which your advertisement says you get
14 it with no hassle, a vacation rate for two months
15 out of the year that I do every year, and I did get
16 it for several years, no problem. So the same lies,
17 same excuses. But then I say to a supervisor, oh,
18 well, that's just some lie Frontier taught you to
19 tell me, and they say, oh, okay, yep, that's right.

20 So there was some other lie, but I have a
21 certain amount of anger and I know that the anger is
22 not going to help me express any facts I might be
23 putting up here, even though it's all just from
24 memory.

25 But what was the second line? Oh, we

1 can't give you that rate because you're on a copper
2 line. Oh, really, okay. So I paid up all my bills,
3 I paid the late fees, paid all the vacation stuff.
4 And that's nothing compared to what other people
5 have been through here. The forbearance of this
6 audience surprises me. Some of these people should
7 be publicly strangled, the book should be thrown at
8 them. Jesus.

9 So I did cancel part of it, but I am a
10 hostage because of the difficulty of getting rural
11 telephone service or reliable rural service. I'm
12 investigating it so I can just get totally rid of
13 them. It's disgusting to be consistently lied to
14 over a two-year period. If they had been honest and
15 said something like, oh, well, we're not able to do
16 that or choose not to provide that, okay, that would
17 have been more honest. We choose not to provide
18 that, we choose to give you extra billing fees
19 because we pay our CEOs \$8 million. If they had
20 been honest about it, yeah, I would have understood
21 it. Jesus.

22 JUDGE OXLEY: Thank you, Mr. Lande.

23 Is there anybody else who signed up to
24 speak whose name I have not called?

25 So then is there anybody who did not sign

1 year when he came out that he was told from the
2 heads above him that Frontier was not willing to
3 spend any more money that fiscal year in our area
4 and they would not allow them to build more of these
5 remote boxes that they can place to increase speed
6 for customers. So I just wanted to pass that along.

7 JUDGE OXLEY: Thank you, Ms. Kromer.

8 So at this point I think everybody who
9 wanted to address us has had that opportunity.

10 Just as I did at the close of the first
11 session, I would invite the people who were
12 introduced if they had any comments that they wished
13 to make.

14 Mr. Doyle.

15 MR. GREGORY DOYLE: Greg Doyle again with
16 the Department of Commerce.

17 I did want to respond on the lifeline
18 program issue. And being on the vacation rate does
19 not mean you do not qualify for the lifeline
20 benefit. The lifeline benefit is available, it is
21 only available up to a certain amount, and I, you
22 know, can't say why you received the response that
23 you did at Frontier, but it's one worth following up
24 on.

25 MR. DOUG LANDE: Let me just add one

1 brief comment.

2 JUDGE OXLEY: Mr. Lande.

3 MR. DOUG LANDE: Just a follow-up on
4 that. You'll follow up on that, but I think after
5 everything that has been said tonight, at least in
6 the regional area, I can't say in the whole company
7 is like that, they have taught their employees to
8 lie, to cheat, and to steal. And that's illegal,
9 apparently, so far.

10 That's my comment.

11 JUDGE OXLEY: Would anybody else like to
12 address?

13 Mr. Saville.

14 MR. KEVIN SAVILLE: Thank you, Judge.
15 Again, one last time, Kevin Saville,
16 Frontier.

17 We've heard a lot of frustration tonight
18 from you, our customers. You know, obviously we've
19 done a less than perfect job. Because we do have
20 thousands of employees across the country and, you
21 know, the employees that live here in the community
22 and throughout the rest of Minnesota are working
23 very, very hard to provide good service. We don't
24 always do that, we recognize that, you know. And
25 for that I apologize on behalf of the company.

In regards to:

“Notice of Public Hearing for Frontier Communications Customers”

MPUC Docket No. P407, 405/CI-18-122

OAH Docket No. 19-2500-35222

Public Comments:

I was a long time Frontier Communications (“Frontier”) customer utilizing a land-line for both my basic home phone service and my home internet service. The quality of both services had been deteriorating for many months. When an alternative fiber based broadband internet service became available to our family, we decided to “cut the cord” and go with mobile phones only and the true highspeed internet option (HBC) in late May-2018.

I called Frontier on approximately May 22nd to confirm that we were closing our services with them and switching to mobile phones and an alternate internet service. They instructed me that porting from a landline to mobile phones can take up to a week to fully complete. If I recall correctly it took about 4 days. I asked if there was anything else I needed to do other than to pay the balance of my account through late May and they replied “no, that’s all you need to do.”

June 1st, 2018 I received two separate bills from Frontier. One was for my original account with a partial month’s balance which I promptly paid. The other was for a new balance on a new phone and account number for \$60.26 for a service called “Simply Broadband Max”.

I called Frontier back on June 12th, 2018 concerning this new account (507-248-3320-060118-7) and was told the following:

- The account was created to “ensure I would be able to reestablish internet service in the event I changed my mind.”
- This account was created without my knowledge or consent.
- The bill for this new account has no mention anywhere (not even in small print) as to why it was created. I was concerned that an unsuspecting customer would have paid it thinking it was the final bill of the old account (which probably would have been like “signing a contract”).
- It took 52 minutes to try to resolve this account.
- They also charged me \$9.99 rental for a router that I never physically received.
- They provided the confirmation number 068856193 and stated that this new account would be “cleaned up” and that I didn’t owe anything.

July 1st, 2018 I received yet another bill for this new account. This time I sent the bill slip back to them via post mail with a note stating I had the above mention confirmation number fully closing this account and clearing me of any charges.

August 1st, 2018 I received a third bill for this new account. Now with outstanding payments and interest totaling \$131.52. I again called Frontier and spent at least 50 minutes on the phone getting passed from one department to another when I finally talked

to someone who seemed to care... however she could not fully resolve my situation herself. It had to be reviewed by another department and could take up to a week. This account technician actually called what happened to me "Flaming" (where someone has an account created for them without knowledge or consent).

To say the least, I was angry that it took three long (40-52 minute) phone calls and four long months before I finally received a notice on September 1st, 2018 that the balance had been cleared and the new "Flamed" account was closed. Frontier should have to pay me for my lost 3 hours and significant frustration!

Clean it up Frontier or you'll find yourself out of business because I tell everyone that will listen to run, run as far away from Frontier as they can!

Respectfully submitted,
Thomas Langworthy
Henderson, MN

From: peglash@frontiernet.net
To: Staff, CAO (PUC)
Subject: Docket Number: 18-122
Date: Sunday, April 08, 2018 4:06:57 PM

Re: Docket Number 18-122 - Frontier Communications complaint

On January 15, 2017 I called Frontier Communications to cancel my auto renewal on my internet and phone. As per the information on my bill it states: (As per agreed, your Frontier service includes a 1 or 2 year term commitment with automatic renewal at then applicable pricing and an early termination fee of up to \$400 depending on your bundle of service. Please call Frontier if you have questions about the applicable early termination fee or at least 30 days prior to your renewal date above if you wish to cancel your auto-renewal.) The renewal date on my bill was 02/25/17. When I called I spoke with Kiana and told her that I would like to cancel my auto renewal and not have that any longer. Kiana told me she would cancel it on both the phone and internet and the rate would not change. I did not ask for a special rate; I just wanted the automatic renewal to be discontinued.

In October of 2017 I noticed that there was an automatic renewal date listed of 02/25/18 on my bill! I then called Frontier Communications again on October 27, 2017 to find out why I still had an automatic renewal listed when I had called in January to cancel. I spoke with Anna and after being put on hold a few times she finally told me that I was still under an automatic renewal because the previous customer service rep had to put it in the system that way to get the rate that I had. I told the customer service rep that I was not happy and would not pay any termination fee if I choose to discontinue service in the future as I called and cancelled the automatic renewal in January 2017 and was assured it was cancelled. I asked to speak to a manager and was told that none were available and that one would call me back. I was home all day and no one ever called me back.

I am very unhappy about this situation. I have been a Frontier Communications customer for years and feel this was underhanded and unethical.

Thank you for the opportunity to add my comments to this matter.

Peggy Lashmett & Doug Lashmett
8368 Terrence Street
Babbitt MN 55706
218 827 3789

From: Jamie Lawless <jamielawlesshsg@yahoo.com>
Sent: Tuesday, September 11, 2018 3:29 PM
To: MN_COMM_MarketAssurance <MA.Mailbox@state.mn.us>; Staff, CAO (PUC)
<consumer.puc@state.mn.us>
Subject: Frontier Communications Docket Number 18-122

I have had nothing but issues with Frontier since I began my service, while I was trying to establish my service originally they charged me for a month of service I never had nor was I even living in my place at the time. Finally after 2 months of moving into my new home I was able to establish phone service but was still having issues obtaining internet service. They kept telling me there were no more ports available. They had however sent me a modem before they had cancelled my order. I plugged in the modem and it worked. It was not until I called to change my phone number to unlisted and unpublished that they realized I was getting internet service through them (Frontier) at that point they disconnected my service. I called to find out why my internet had stopped, they said it was because I changed my service but it would be back on shortly and they did finally turn it back on.

Then I received an email from Frontier and I have attached a copy of it, which it states it's time for the upgrade as well as a copy of my bill showing when I made the change after I had been guaranteed I would receive the \$100 gift card as it was new internet service.

When I upgraded to a new service they told me I was going to get a \$100 gift card, 1 month later I called back to check the status and they said it takes 90 days to send it out and it would come via email. I called back again and this time I was told that because I had not paid my bill in full I was not getting the gift card even though I had been paying my monthly premium in full the whole time.

I was misled by Frontier to upgrade, saying I would be saving money and would have faster internet service and would receive a \$100 Amazon gift card, I had a previous balance that I had been paying on and never once did they say I had to pay it in full.

This is clearly a bait and switch issue, I had been in the Broadband Max at a Price of \$13.99 per month. I switched to the new Internet Service of the Broadband Ultra. This service WAS NOT available in my area until February 2018.

The Broadband Ultra IS new internet service at the cost of \$32.99 per month and I should receive the gift card that I was told I would receive, not only once but twice told. After I did not receive the gift card right away I called to inquire as to its status. I was told by a 2nd Frontier employee (March 15th) that I had to wait 90 days then they would issue me my gift card. Now they are denying me what is owed to me. I'm

trapped in a 2 year contract paying more for the same crappy service, the speed did not increase only my monthly premium.

I have contacted the FCC and The BBB. Frontier intentionally mislead me into upgrading with the false promise of saving money, faster internet service and the promise of receiving a \$100 Amazon gift card.

Thank you

Jamie Lawless

26161 Nicolai Ave

Cannon Falls, MN 55009

507-263-2303

RECEIVED
APR 19 2018
MINNESOTA PUBLIC
UTILITIES COMMISSION

Dear sir,

I am writing to complain about the poor telephone service that we have received from Frontier. On Mar. 23 rd our phone went on the blink. With the weekend on us it was no use calling to get it fixed. On Monday Mar. 26 we called Frontier. On Thursday my brother who is 96 years old said we got to get it fixed. Called again they said we will fix it apr. 5th. Finally on apr. 4th they fixed it. The fellow that fixed it was very help full. He fixed it soon after noon and stopped again in the evening to check if it was working. The repair man said that they did not let him know to fix it. Seems with Frontier the right hand does not know what the left hand is doing. I have a cell phone, but when I left the house my brother who is 96 had no way to call in a emergency. There is no excuse for such poor service. If Frontier can not provide the service lets get some one who will.

Thank you
yours truly
Victor Leppke
2364 340th. St N.
Minnesota, MN. 56264
320-855-2482

From: Kent Lorentzen
To: Staff, CAO (PUC)
Subject: Investigation into Frontier Communications
Date: Monday, April 30, 2018 6:53:26 PM

Here is a list of the most recent repeated issues I have had with Frontier which include repeated outages and downtime plus slow (to the point of useless) internet speeds on many occasions. I am also including the results of the more recent results from speediest.net.

Thank you,

Kent Lorentzen
62817 Great River Rd.
Jacobson, MN. 55752

5/29/17

- Called to report no Dial Tone or Voice service. DSL and Internet were still working.
- Service was restored after 2 weeks of outage.
- Called and asked for a credit on my bill. A \$24.58 credit was applied.

8/17/17

- Called and reported DSL out.

8/27/17

- 10:15 am - Called to report DSL out.
- Placed on hold.
- 10:28 am - Was disconnected.
- 10:29 am - Called again and placed on hold.
- 10:41 am - Connected to a person to report problem.
- 10:43 am - Disconnected again before completing report of problem.
- 10:44 am - Called again and placed on hold.
- 10:59 am - Connected to a person and was finally able to report problem.

9/16/17

- Called to report Internet was down.
- Repair Service was scheduled for 9/23/17 (One week)
- Internet was up for short intermittent times and would then go out again.
- 9/23/17 - Repair Service did not show up.
- Internet came back up on 9/25/17 after Repair Service finally got to the problem.

1/18/18

- Called to report no Dial Tone or DSL. Was told it would be January 17 before repair service could get to the problem.
- Service was restored the next day as many more people reported the outage.

Speedtest.net Results

IP_ADDRESS	TEST_DATE	TIME_ZONE	DOWNLOAD_MEGABITS	UPLOAD_MEGABITS	LATENCY_MS	SERVER_NAME	DISTANCE_MILES
50.107.47.69	03/01/18 10:57 PM	GMT	0.82	0.22	67	Duluth, MN	50
50.124.195.41	03/22/18 12:18 AM	GMT	0.11	0.08	149	Duluth, MN	100
50.124.195.41	03/22/18 02:27 PM	GMT	1.25	0.22	58	Duluth, MN	100
50.124.195.41	03/22/18 06:57 PM	GMT	0.97	0.13	61	Brainerd, MN	50
50.124.195.41	03/22/18 06:59 PM	GMT	0.77	0.21	58	Brainerd, MN	50
50.124.195.41	03/22/18 08:32 PM	GMT	1.25	0.22	66	Brainerd, MN	50
50.124.195.41	03/24/18 07:09 PM	GMT	1.23	0.21	61	Duluth, MN	100
50.124.195.41	03/26/18 10:56 PM	GMT	1.19	0.19	61	Duluth, MN	100
172.76.60.91	03/29/18 01:01 PM	GMT	1.23	0.22	63	Duluth, MN	150
172.76.35.11	04/12/18 11:37 PM	GMT	1.22	0.22	58	Duluth, MN	100
50.107.37.64	04/20/18 06:06 PM	GMT	1.22	0.22	61	Brainerd, MN	150
50.107.37.64	04/26/18 02:44 PM	GMT	0.44	0.21	98	Brainerd, MN	150
50.107.37.64	04/26/18 03:09 PM	GMT	0.43	0.22	61	Bemidji, MN	150
184.11.7.136	04/29/18 02:43 PM	GMT	1.17	0.22	63	Duluth, MN	50
184.11.7.136	04/30/18 02:04 PM	GMT	0.69	0.22	166	Duluth, MN	50
184.11.7.136	04/30/18 11:23 PM	GMT	1.08	0.21	66	Brainerd, MN	50

From: Ricky Lough
To: [Staff, CAO \(PUC\)](#)
Subject: Reference # 18-122 " Frontier Communications"
Date: Thursday, March 01, 2018 12:25:07 PM

Hello,

I was over joyed to read the article in my local paper, about how there is going to be an investigation into Frontier Communications and their terrible service. This is surely long over due.

We have experienced nothing but troubles always with our internet service and sometimes even our phone. The internet service is the main problem. If the internet is not working at all, then it works sparingly and super slow most times. One never knows if it will work day to day and surely one can not rely on it for anything important. I have choose to never rely on it to pay any bills online, and my family has had to choose not to dare take any online educational courses, knowing that the reliability is not there. This caused many troubles through the years when my children were in High School and trying to do any home work online as well, and continues to cause us grief as my daughter now attends college and can not rely on our internet at home.

Through the past years when there has been trouble, I make a call to Frontier and the first problem is that when you talk to someone, you are speaking to a person in another state always!! First and foremost, I feel this type of service is just plain wrong. It is hard to try and communicate a problem when one is talking to someone in New York or where ever, about a problem that exists in Minnesota. After this ordeal always, then it takes the next day or longer for anyone to come out and look into a problem. There has been times we have been out of service for days and even weeks, believe me. After a problem is so called - " fixed", the internet may be working again for awhile but the speed of it of being slow, still exists always. The speed seems to run well for a little while, while online then drop down to a crawl. This problem is daily always.

I realize I live in a rural area but when a person drives around in a vehicle, in our area and see's the posts and connections leaning over and temporary lines strolled out or hanging everywhere, this is inexcusable. I have been told that Frontier contracts their work out that needs digging or burying. This surely is not right either. Then to top it off, I have seen these post connections leaning for years and years. So obviously the supposed contract work is not getting done in a timely matter either. I could take pictures on end around our area and show you all these broken down connection posts and the temporary wire all over. The first picture would be the post connection right across my driveway, that serves our house. When I called to report that problem it was not straightened out and fixed correctly. Surely the temporary wire they string out is not safe as well. Private land owners should not have to put up with a temporary wire or line through their yard, driveway, field, etc.. Then it is so unsafe besides. All it would take is a teenage child to go out bird hunting one day and to trip on a line. Just think!.... The safety should be the # 1 concern for Frontier to start getting things done and done right! Before any such terrible thing does happen.

I have talked to some of the local workers personally and most of the workers always say that their job locations can very day to day and during the day. This is another problem. How can any of them get multiple jobs done in one day when their worker is going to one town then onto the next what they call " trouble ticket " that may exist in another town 35 miles away. Then onto the third job going back to or close to where they left the first time. The workers have told me that they work this way and report to problems that come in order. This makes no sense at all. Sounds much like a lot of windshield time to me, wasting a lot of their day driving around with less work that could be done in a day of course.

SOMETHING NEEDS TO BE DONE PLEASE..... Frontier needs to change their ways indeed. One can talk to anyone around here and EVERYONE says that Frontier sucks! This is the absolute truth. They need to change and change fast and need to get things fixed right IMMEDIATELY.... Or better yet sell the company to another company that insure's the service people are paying for.

Thank you for your time.

Richard Lough
12332 Graff Rd.
Wright, MN 55798

Ph. 218-357-0927

From: Mary Lunde
To: [Staff, CAO \(PUC\)](#)
Subject: Frontier Communications docket # 18-122
Date: Saturday, February 17, 2018 12:39:51 PM

Frontier communications is a awful company to deal with. There customer service is terrible, and internet service is not good. I live in the country so I am limited to what I have available. I get intervned about half the time it keeps coming and going. I tried cancelling my phone service, and was told I was in a contract, and if I broke it I'd have to pay x amount of dollars. I told them I never signed a contract, and they said by paying my bill in December I was contracted in for 3 more years although they never sent me anything to that fact. I e had it with frontier and if I could I would go elsewhere but unable to. Please help the consumers who deal with Frontier Communications.

Thank you

Mary Lunde
Rosemount, MN

From: Rosemary Maki
To: Staff, CAO (PUC)
Subject: Frontier Communications
Date: Sunday, February 25, 2018 8:37:13 AM

Hello,

I have been a customer of Frontier for 27 years. Over this time we have had lousy phone service. The lines have a humming so loud it is sometimes impossible to have a conversation. We have called Frontier repeatedly asking for help. Even the repairman has told us he can't get rid of the humming. Our phone lines are 50+ years old according to a friend who worked for the former GTE.

Our internet is down at least once a week. It has slowed in the past year to something close to the old dial up.

We are frustrated because we have no alternative to this substandard service!!

Please help!

Alan and Rosemary Maki
8974 Bear Island Cabin Drive
Babbitt MN 55706
218-827-3634

From: Bud Kosin
To: [Staff_CAO \(PUC\)](#)
Subject: Frontier Communications hearing 9/25/18
Date: Tuesday, September 25, 2018 4:09:54 PM

Hi. I received notice that there was a hearing or meeting in southwestern Minnesota regarding Frontier Communications, today. I got the notice yesterday via e-mail from Frontier so I did not have a chance to make plans to get to the meeting (nearly 3-hours away) to find out what it is all about.

I have been having trouble with their billing my company for 411 calls that are not being made by my company (which is closed at 2:49 AM when some of these calls are supposedly being made). This has been an ongoing issue with Frontier since February of this year, it may have been going on longer but it was only noticed that the call times on the 411 operator assisted calls were being made when the company is locked up with security alarm set for the night, in February. Also in February was a whole bunch of 3 way calling charges that took 3-4 months to stop those by eliminating the feature from our business line.

In dealing with their phone or live chat representatives, they tell me that they cannot block 411 calls from being made from my business numbers by some sort of federal mandate nonsense. I can prove that our company was closed with our security reports from our security company at the times these calls are being made.

Is this meeting/hearing in regards to these issues? If so, can a person get a live feed from the hearing to watch on the internet or on You-Tube later? Or a transcript?

Can you look into the issue of the 411 calls being made from one of my business lines with them to get it corrected and stopped once and for all? It was initially thought that one of our lines was crossed outside of our business someplace but they could never find where. And I have nothing but their say so that they even looked for it. I have documentation of dealing with them with these issues if needed.

Thank you for your assistance in whatever way possible.

Cordially,

Lisa McDonald
Bookkeeper

Heartland Partners Inc
Heartland Tire & Auto
17311 Kenrick Ave
Lakeville, MN 55044
952-898-2886

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

for a while, so I know the infrastructure was capable of giving me that speed. But then service would be spotty, with most days having much slower speeds, especially for upload speed. About every 2 years, I had to call and have a service man come out, and I'd ask him to check that setting. And yep, more than once it needed to be reset. A few months ago, we did upgrade to the 12 mbps plan because we started occasionally streaming movies. So far, when I go onto speed test websites, it seems to be ranging between 8 - 9 mbps... not 12, but better than we used to get. However, we can not be doing something on the internet (like downloading updates on our phone through wifi) while streaming a show. With 12 mbps, or even 8, we should be able to. So the speed and service is still lacking and is not up to the quality I am paying for.

Kathleen McCann · Citizen · (Postal Code: unknown) · Mar 07, 2018 11:47 am

 1 Votes

Re: Docket #18-122

I am writing to file a compliant with the PUC regarding the poor internet service from Frontier Communications. I am a dentist and I live in rural Watertown Township in Carver County, only 40 minutes west of downtown Minneapolis. Frontier Communications is my only option for internet. Despite my close proximity to the city, my internet service is worse than dial-up. I am charged for "DSL High Speed Broadband" on my monthly bill, but my download speeds are only averaging 2.0 Mbps and the upload speeds average 0.28 Mbps. I am not able to stream any video, and as a dentist I am not able to email dental X rays. It took me 47 minutes to upload one small photo to Facebook recently.

In addition to the poor speeds, there are frequent "drops" every day. The technician from Frontier measured an average of 20 service drops per day on my internet line, and one day the service dropped 400 times! Outages of several days are common.

The most recent Frontier internet outage began last Saturday, March 3 and today (March 7) there are at least 27 households in my neighborhood still without internet service. Frontier is telling us it might be another week before we have any service. This is unacceptable, especially since many of these 27 Frontier customers are running their businesses entirely from home. Calls to Frontier, when finally answered after sometimes 40 minutes on hold, are ineffective. The technician told me "Frontier is not putting any more money into their MN and WI markets, and no improvements will be made. They are putting all of their dollars into their east coast markets and just letting MN and WI go."

Kathleen McCann DDS

Shellie Metzler · Citizen · (Postal Code: unknown) · Mar 07, 2018 8:07 pm

 1 Votes


In July and August 2016 I spent over 20 hours and many phone calls to order service at my new home in rural MN. Neighbors on both sides of me and all around said they had Frontier; however, Frontier's records indicated they did not service my home. After several more phone calls I was able to order service, both telephone and internet at 6mbps. I was given a confirmation number, telephone number, email address, and a date and time the service would be activated. On September 6, the activation date, the phone/internet was not activated. I called to inform Frontier and they said they could not

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

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activate because there were no lines for the internet. I changed the order to a flat line installation (telephone only), the order confirmed with an activation date of September 14. Again, the service was not activated and I followed up with a phone call to Frontier customer service. I was then told there were no services available. Some neighbors said that I should call and stay on a "waiting list" for a telephone line because there are not enough lines to service the area. I called again on September 28 and was put on a waiting list for a flat line (regular telephone line) and was told it may be 1 to 2 months. When I called back on November 23, because I had not been contacted, I was told my order was cancelled because there were no ports available. I resubmitted the order on November 23. Still not hearing anything I tried again in February 14, 2017. Again, there was no record of my order or being put on a waiting list and was sent to the "Assignments Department". I was told to call back in 72 hours. All I wanted was a telephone so if I had to call 911 in an emergency I could. Needless to say when I called back on February 17 they had no answer and needed to keep checking. On March 7, I was promised a hook up on March 10. March 10 no service- called and was told there was no service in the area. On March 13 tried for phone service again and was told that when a port opened for internet service it would be added. Again the service was not activated and my order had been deactivated in the Frontier office and they did not notify me. On April 11 I was told Frontier does not have the facilities to provide me with service. However, I came upon the Technical Supervisor's phone number for the area, called him, and it was confirmed there were cable pairs in the road. However, between April and July/August and several more phone calls, nothing was still done. In July/August I was contacted by a Technical Supervisor who could not believe I still did not have telephone service. The Technical Supervisor told me there are ports available for a telephone and I should call in and schedule installation/activation. Finally in September I had a telephone. Shortly thereafter I had internet (Broadband Ultra-12 mbps) activated. However, I could not hear when on the phone because of the static and party-line. Also, each time the phone rang the internet would go off line. This took many calls and several "service" calls and still the issue continued. I am receiving, if lucky, 1.2 mbps. Last week within two days the internet dropped over 100 times. Dropped service and slow internet speeds are everyday occurrences. I should not be charged for the 12 mbps because I have never had it. I should not be charged for the 6 mbps because I do not get that either. This is very frustrating as I operate a small business and depend on the internet. I believe Frontier is not providing adequate service to this area; they are overcharging customers because the speed of the internet is not much more than dial up. What I do not understand is how companies are allowed to be the only carrier in an area, provide next to no service with next to non-existent infrastructure and allowed to charge top dollar. The techs that come out are all great and are just as frustrated as I am with the existing infrastructure. I believe the customer service representatives do not know what happens in the field and just told me what I wanted to hear so they could reach sales quotas or something of that nature. Frontier is my only affordable option for internet. Thursday March 1 and Friday March 2 that I know of for certain, the internet was down in the local town. Folks could not purchase gas with credit cards. Friends in the area are continually being dropped and have difficulty downloading/uploading. Many people in the area are on a first name basis with Frontier staff because we are consistently having to call in for service. My daughter and son-in-law also have Frontier just outside the metro area. They have the same issues, slow speed and constant drops. Last spring their internet went down and Frontier could not/did not fix it for 10 days. This happened on more than one occasion with another taking 14 days. It seems to be a "company-wide" issue focused on rural/non metro areas.

Shellie Metzler · Citizen · (Postal Code: unknown) · Mar 07, 2018 8:07

pm  1 Votes

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cards. Friends in the area are continually being dropped and have difficulty downloading/uploading. Many people in the area are on a first name basis with Frontier staff because we are consistently having to call in for service. My daughter and son-in-law also have Frontier just outside the metro area. They have the same issues, slow speed and constant drops. Last spring their internet went down and Frontier could not/did not fix it for 10 days. This happened on more than one occasion with another taking 14 days. It seems to be a "company-wide" issue focused on rural/non metro areas.

Frontier - I am a 83 old ^{August 22} widow who
has long had heart failure and I wear
a life alert - (always)

I have just spent 15 days without
my phone - July 1-18 then it was fixed for
6 days - then another 10 days without
it for a total of 31 days

I got not satisfaction at all from
Frontier - only an idea ticket as to when
it would be fixed. - The ticket was given on a
Saturday and your headquarter pulled it on
Monday because of some test you ran on my
phone - even tho my phone had no rssi tone
and everyone who tried to call me got a busy
signal telling them my line was busy

The local repair man was wonderful but I
realized that all the help for me had to be
scheduled by the "higher ups"

I am very very unhappy with your
Company

Theresa Miklausich
Amor, NJ 08918

From: Karen Miller
To: [Staff, CAO \(PUC\)](#)
Subject: Frontier communications
Date: Wednesday, March 21, 2018 9:24:39 AM

I understand that this is where I can submit my complain on Frontier Communications.

I have been forced to have Frontier Communication for the last 12 years. I live in rural Minnesota and I don't have any other options except for satellite which is also spotty service. I have been told by Frontier to buy a lot of equipment for my house to assure that I get service and that fails I was on the phone constantly.

At one point last summer I was so fed up that I filed a complaint with the FCC. They contacted Frontier and Frontier called me to tell me that the service I'm getting is the best they can so because the equipment on our road is antiquated and they will not replace until they get a grant. Basically I am stuck paying for service which is spotty at best. Unless I go on the internet after midnight I'm unable to use the internet.

When I was making complaints every day I asked for the records of all my complaints to be sent to me because the manager would not get on the phone and explain to me why there are so many issues. The manager told the customer service representative I was speaking to that they are not allowed to give me the records on my account because they own them. While I was talking to the customer service representative she said "OMG, your records are being deleted." I asked how that could happen and she stated she didn't know. This is what prompted the complaint to the FCC because no one else would help me.

My entire road is very bad service to the point that some neighbors back up the Frontier by having Frontier and another satellite service. At this point I don't know what else I can do. I can't even file my taxes electronically or read emails or surf the internet because my service times out. My son is in high school and is unable to do his homework at home due the internet issues we have. It is so bad that I have to wait until after midnight to use it in the hopes that I get some service.

I had been told by a neighbor that they had submitted a claim to Secretary of State years ago and was told they could do nothing because the Frontier corporate office is in Florida.

The business that I have in Garrison also has the same problems. This affects running of our business.

Anything you can do to help us in Northern Minnesota would be greatly appreciated.

Sincerely,

Karen A. Miller
763-360-5470

ExchangeDefender Message Security: [Check Authenticity](#)

1 say. In close, I would say, and I have told our reps
2 this over the years, that it's -- dealing with them is
3 the most frustration I've ever had with a company,
4 especially a regulated service provider. So thank you.

5 JUDGE OXLEY: Thank you, Mr. Thibodeau. Dean
6 Dally on Furuby Road in Taylor's Falls? No? Elizabeth
7 Mohr?

8 MS. ELIZABETH MOHR: Hi. My name is
9 Elizabeth Mohr. The last name is M-O-H-R. I am out in
10 Scandia. I've been working with Steve in Scandia to
11 get real internet. I have been a Frontier customer
12 since 2005 sadly.

13 So for about 10 years, we paid for 6
14 megabytes down, 3 megabytes up. The best we would ever
15 get is 1.5 and .02 for about 10 years. I now work from
16 home full-time. So when our internet goes out in
17 Scandia, I can't do my job. I'm 24-hour on call
18 support for application systems. And so every time it
19 goes down, I, like many others, have to pop up a mobile
20 hot spot or go sit in a parking lot at Scandia
21 Community Center, over by the church, to get wifi to do
22 my job.

23 They recently -- we were part of the CAF
24 grant. We were part of the area that was -- got the
25 CAF grant that improved Frontier's internet and phone

1 service. So I have a bundle. I have both. My home
2 line has never really been useable. So when I moved
3 out there, they said, Well, the house is old, mice have
4 chewed the lines, you need to replace the line. My
5 husband and I did that. We cut the lines in the house
6 from where they came in the house. We ran brand new
7 lines to one phone in the house, not multiple wireless,
8 not multiple cordless. One wired phone. And we have
9 never actually been able to successfully use our house
10 phone without significant static, so on and so forth.
11 It sounds terrible. One time the school tried to call
12 me because one of my children was sick at school, and
13 they thought my line was disconnected so they couldn't
14 get a hold of me for three hours while my child was
15 sick at school.

16 Like I said, we got the CAF grant. I'm in
17 the area now where I get 25 megabytes down, 3 megabytes
18 up. That's the guaranteed rates. I do actually get
19 those rates. My husband and I did the math. We found
20 it took us 47 of our hours on the phone with Frontier
21 to get that service, even though they sent us a flier
22 that said you should be able to call and get it. So 47
23 hours on the phone of our time, six tickets, five of
24 which were closed with no answer. They never showed
25 up. I would call. I have two DSL lines to ensure I

1 actually can work from home and that I have phone
2 service. Both of them have a hard-wired phone line on
3 them as well. They canceled my lines before they came
4 out to install the new service and then had the gall to
5 tell me I would not be able to get service because
6 there were no ports available.

7 So to say the least, I got escalated quite
8 high in the food chain there. This was after talking
9 to Tom Muhr from Frontier, the local rep, with the
10 Scandian Internet Community Service survey. To say
11 the least, I got escalated rather high because they
12 canceled my service before they came to install my
13 service, but I didn't ask to cancel. I actually had
14 three guarantees they would not cancel my phone and
15 internet until the new service itself was in place.

16 The problem was actually solved by our local
17 technician who was so tired of coming out to my house
18 for them canceling my service, wrecking the line. He
19 installed the new service without authorization, sat in
20 my house for five hours on the phone with their
21 customer service rep to get it figured out after he
22 already installed it. This was after it took him five
23 weeks to get access to the local communication's note
24 they had just installed so that he could do this work.

25 So I mean, to sum everyone's point up, we've

1 all seen it. We've all seen lost tickets, both for the
2 phone and internet. My phone was out for 12 days.
3 They never came out to fix it. They just are working
4 one day, and I call and I said, Oh, do I get a credit?
5 They said, No, we don't a ticket that shows your
6 service was out so we can't give you a credit.

7 So I mean, again, I've been a customer since
8 2005. If I lived one mile south, I could get Midco,
9 cable TV, 100 megabyte service up and down for \$30 a
10 month. I have 25 meg service, three down -- or, 25
11 down, 3 up on two dual-bonded lines, and I pay \$95 a
12 month. That is just my internet. That is not the
13 additional \$45 for my phone, and then all the extra
14 charges. At one time, they had the gall to charge for
15 citywide wifi that I could access anywhere that didn't
16 exist. They said, No, you can go anywhere in Scandia
17 to get the wifi and hop on. And I, you know, got to
18 call them on that, said it doesn't exist.

19 So, you know, everyone's point here. We're
20 all a little tired of it. Like I said, 47 hours on the
21 phone time, time off of work, time at home waiting for
22 them. You can get better service from them but you
23 have to be willing to put up a fight. I have been hung
24 up on, probably in the last 13 years, probably 200
25 times. When I would call and say, I have an issue with

1 your network, they wouldn't believe me. Between my
2 husband and myself, we have 20 years of network
3 administration. We could ping to their system and tell
4 them where the problem was failing and they wouldn't
5 believe us, and they would hang up on us. So clearly,
6 Frontier has a problem.

7 You can't usually separate your phone and
8 internet any longer with Frontier. They only allow
9 VoIP phones for most of us. If you upgrade your
10 service, your phone is tied to your internet. No
11 internet, no phone. So thank you.

12 JUDGE OXLEY: Thank you. Patricia Determan?
13 Patricia Determan. Josh Tulp. Josh Tulp. Dominic
14 Pedro.

15 UNIDENTIFIED SPEAKER: Went already.

16 JUDGE OXLEY: Okay. Debbie Hoppe.

17 MS. DEBBIE HOPPE: Hoppe.

18 JUDGE OXLEY: Hoppe, sorry.

19 MS. DEBBIE HOPPE: No problem. Debbie,
20 D-E-B-B-I-E, H-O-P-P-E, and I'm from Stacy.

21 I want to start out on a positive note
22 because I was spoiled. I would call Mr. Tromley [ph],
23 the district rep at the time, who took care of all my
24 issues, and I had a ton of them. And then I had this
25 wonderful guy named BJ, my Frontier tech who literally

1 MR. TERRY KIELTY: Sure can. It's
2 January, February, March, and April. It's just the
3 part that pertains to the Internet up on top there.
4 So you can have those.

5 JUDGE OXLEY: So we'll mark it as
6 Exhibit 30.

7 MR. TERRY KIELTY: Good. I'm good.

8 JUDGE OXLEY: Okay. Thank you for your
9 testimony.

10 Mr. Paul Neubauer.

11 MR. PAUL NEUBAUER: Paul Neubauer from
12 Apple Valley, N-E-U-B-A-U-E-R.

13 My wife and I live in Carrollton Estates,
14 we're about a block south of the Apple Valley High
15 School as the crow flies.

16 I'll start out with a service issue we
17 have with our phone. I'm just going to read this
18 through real quick because this is kind of like
19 background, my background information.

20 Service call conundrum. On about
21 August 9th we were notified by our son that our home
22 phone wasn't processing through our incoming calls.
23 We had a large orange tag from Frontier placed on
24 our front door that we thought had something to do
25 with the phone line, but it didn't specify what.

1 I spoke to six different women from
2 Frontier that day trying to get anyone to issue a
3 work order for a technician to come out to our home
4 and test the phone line. Having been passed back
5 and forth between Frontier staff, I finally got them
6 to generate a work order. About four hours of my
7 time was wasted that day, when all it should have
8 taken is one phone call and a few notes inserted in
9 a database. It appears common sense went right out
10 the window here.

11 JUDGE OXLEY: Mr. Neubauer, was this
12 August of 2018?

13 MR. PAUL NEUBAUER: Yes.

14 JUDGE OXLEY: Thank you.

15 MR. PAUL NEUBAUER: August 9th.

16 Okay. The technician that came out
17 didn't know anything about the orange Frontier tag.
18 Stayed only about ten minutes and said he would have
19 to make a short stop at the office. After he
20 returned I asked him what caused the problem and he
21 said there was a switch or a setting that was wrong
22 at the office. This was proof of what I've been
23 telling him from the beginning, that nothing had
24 changed inside our home in the last 24 hours and
25 incoming phone calls were getting what sounded like

1 a dead line, no dial tone. Whether human error or
2 equipment malfunction, when it comes to phones,
3 consumers expect reliability. Especially in town.

4 The second part of this is about the
5 billing. The billing bungles. In early July, I
6 noticed that my Frontier bill had appeared to have
7 gone up to \$105. It was previously 92.35. I called
8 a Cory in billing on July 19th. He examined my
9 account and lowered my payment back down to 92.35.
10 He assured me my monthly price would remain about
11 \$90 because of a new everyday Internet price.

12 Within two months I received an email
13 with the wrong total of \$106. On about
14 September 13th I called the billing department and
15 was informed that Cory left little information in
16 the database and my bill would remain at \$106
17 because my Internet discount expired. We currently
18 are paying \$106 per month for basic phone service
19 and mediocre Internet, 12 megabits. About 50 of
20 this just for Internet.

21 Frontier might want to think about not
22 pulling this game of crediting a person's account
23 and just charge them a competitive and accurate
24 amount the first time. Consumers are tired of
25 having their brand loyalty disrespected by new

1 customers paying a lower rate than long-term
2 customers.

3 That's all I had. Thank you.

4 JUDGE OXLEY: Thank you, Mr. Neubauer.

5 MR. PAUL NEUBAUER: Thank you.

6 JUDGE OXLEY: Mr. Tim Coe.

7 UNIDENTIFIED: He just stepped out for a
8 minute.

9 JUDGE OXLEY: We'll come back to him
10 next, then.

11 Judy Hamlin and Pete Hamlin.

12 Welcome, Ms. Hamlin.

13 MS. JUDY HAMLIN: Thank you.

14 I'm Judy, J-U-D-Y, Hamlin, H-A-M-L-I-N.

15 I live in Farmington, I guess kind of the triangle
16 of Farmington, Lakeville, Apple Valley.

17 So we've been in Minnesota for six and a
18 half years, from Iowa. And so we were in Mound the
19 first five years and we had Internet problems there,
20 which I was told to fix through the router, the
21 modem, and was able to do that. Basically, I would
22 have to fix it every time we had intermittent for
23 our Internet. However, when we came to -- and we
24 also had a landline there and we didn't have any
25 problem with that.

1 I think that's about it. Just that when
2 the line is down, it's oftentimes down for several
3 days.

4 Recently a neighbor who moved in down the
5 road dug in a propane line and cut the Internet line
6 mistakenly, and it took about six days, I believe,
7 for all of us to get Internet again, which to me
8 also seems slow, it took an awfully long time being
9 it was reported right away.

10 I think that's about all I have.

11 JUDGE OXLEY: Thank you for your
12 testimony, Ms. Lund.

13 MS. CATHY LUND: Thank you.

14 JUDGE OXLEY: Wayne Nierenhausen.

15 MR. WAYNE NIERENHAUSEN: My name is Wayne
16 Nierenhausen, N-I-E-R-E-N-H-A-U-S-E-N.

17 I've been a customer of Frontier's for
18 approximately five years. I live in the southern
19 Lakeville area and the service that I get from them
20 is Internet.

21 I am a quarter mile away from their hub
22 that they have in Lakeville and I've done several
23 speed tests and I'm getting about 500k per second,
24 which I pay for five megabytes per second. Internet
25 drops multiple times a day. It's inconsistent and

1 we've had techs out to our house multiple times over
2 the past five years.

3 In the past, I would agree with pretty
4 much everybody else saying the last two to three
5 years the service has been even worse than it has
6 been. When I first got the service, I have no other
7 options as to where I can get Internet from. The
8 only other option, I guess, would be satellite, and
9 that would probably give me the same service I'm
10 getting here.

11 I have contacted other Internet providers
12 in the area, Jaguar, I know they have a fiber-optic
13 line that goes right by the box that Frontier has,
14 and at this point Jaguar has no plans to come into
15 our neighborhood. So that's unfortunate because I
16 would be switching.

17 With these tech calls that we have had
18 over the past few years, I had a tech out two weeks
19 ago, and my wife works from home and she works a
20 full-time job doing that. She works on the
21 Internet, she teaches through UW Stout, so she
22 really needs Internet access that's consistent that
23 is at least the speed that we pay for.

24 Occasionally, after this tech came, I did
25 get up to 4.2 megabits per second, that has now gone

1 back down to 500k. If I get up to 1.3 or 1.4
2 megabits per second, I consider that blazing fast,
3 which is the same, that is really, really slow.

4 But anyways, my wife was there when we
5 had a tech there about two weeks ago and he told her
6 that they do have fiber-optic lines that they just
7 put into that box that, again, is a quarter mile
8 from my house. And they have no plans to go -- the
9 fiber-optic lines were routed west. There's a new
10 neighborhood that is west, it's on the other side of
11 35 from us, that's where I'm assuming they have
12 lines to because they said they went west, they went
13 under 35. They have no plans to go north, south, or
14 east, which east would be my direction.

15 We've had multiple complaints to Frontier
16 and nothing has been resolved. What happens is when
17 these techs come out, they have told us flat out
18 that what happens is when they get a complaint,
19 there's some kind of card within that box that's a
20 quarter mile from my house that they will change to
21 basically whoever made the complaint to get faster
22 speed, but then when another call is made, they'll
23 switch that card out, put it to whoever made the
24 complaint, and then put the old card back in.
25 That's a problem.

1 JUDGE OXLEY: I'm sorry. Who told you
2 that?

3 MR. WAYNE NIERENHAUSEN: One of the
4 techs. Actually, a couple different techs have told
5 me specifically that.

6 When my wife made a call a month ago, she
7 was actually told by the customer service
8 representative at that point that she was to get a
9 different job if she relied on the Internet, okay.
10 It's not their choice as to what my wife does for a
11 living, it's hers, okay. It's a free country, the
12 last I knew.

13 Let's see. The techs have also told us
14 that they have no plans to upgrade the system and
15 they are actually told to not upgrade the system,
16 per Frontier. So their hands are tied. They do
17 what they can, they get us running, and then again,
18 if we get another complaint in the neighborhood,
19 they switch whatever those cards and we go back down
20 to blazing slow speeds.

21 JUDGE OXLEY: So if there were more
22 cards, is that what you're --

23 MR. WAYNE NIERENHAUSEN: I don't know.
24 I'm not a fiber-optic Internet guy whatever. But
25 that's specifically what they said. So whatever

1 that means in technical language, I don't know.

2 And, again, this has been going on for a
3 couple years. We make several complaints to
4 Frontier on a regular basis. Basically, like I
5 said, the speed goes up and then back down so we're
6 back to where we started.

7 That's really all I got.

8 JUDGE OXLEY: Thank you.

9 Mr. Tom Grant. Good evening.

10 MR. TOM GRANT: Good evening.

11 My name is Tom Grant, T-O-M, G-R-A-N-T.
12 I live in south Lakeville as well and have been with
13 Frontier as a customer since -- in Lakeville, since
14 2010 when I moved into my current residence.

15 I happen to also be a neighbor of
16 Mr. Nierenhausen, so a lot of what he has said is
17 what I'm experiencing. And I'll share some
18 additional detail from my specific experiences as
19 well.

20 I, too, like many in the neighborhood,
21 work from home and depend on the Internet to
22 successfully complete the duties of my job. A lot
23 of that requires video conferencing, a lot of that
24 requires sending large files through the Internet
25 and receiving large files through the Internet.

1 next couple of minutes you might possibly save the
2 baby. Is there anybody in that circumstance?

3 Okay. So the first name I have on my
4 sign-in sheet is Juanita Nolan. And what
5 Mr. McCarthy is going to do is bring you the
6 microphone.

7 MS. JUANITA NOLAN: My name is Juanita
8 Nolan and I have been with Frontier about 30 years.
9 The first name is J-U-A-N-I-T-A, last name,
10 N-O-L-A-N.

11 And we've had Frontier ever since we've
12 moved here, and throughout the years we've had
13 problems off and on, which are normal with any area
14 and any telephone service.

15 This year has been an awful year for me
16 and Frontier. The 26th of June, I explained my
17 telephone problems, that I had static on my line. I
18 could hear the static, people that I was speaking
19 with could not. Sometimes they could. They could
20 not call me, they would get a busy signal or it
21 would go right to the answering machine. Some days
22 I couldn't call out at all. I called and reported
23 this and I was given a guaranteed fix-it ticket, it
24 was 001351899, that my phone would be fixed by
25 July 5th before 8:00 p.m. I think that's too long

1 to wait to have your phone fixed.

2 I only have a landline. I live alone.
3 And there is no one really close that if I was hurt
4 that I could crawl to to get a line or get help.
5 Two weeks is just too much. I'm sorry. And I
6 waited for the two weeks, the repairman came out,
7 tried to fix the problem, said the problem was on my
8 inside wiring from what he could tell. And so he
9 fixed it to where I had service, but it was running
10 through my Internet, which I have. Then I didn't
11 have Internet. So I called again to Frontier and
12 explained that I didn't have Internet, and they
13 said, well, you called and shut it off. But I did
14 not call and shut it off. So they're going to put
15 it back on for me within two days for a charge of
16 \$80. And that was on my bill, in which I
17 discussed -- and I apologize for being so rude to
18 them -- but I was very disgusted. And so I had the
19 repairman back to my house and he came in and said
20 that he thought he knew what the problem was, that I
21 could call him and he would stop by, but he's like
22 two weeks out. He's by himself. So I called the
23 phone company again. And I told them now my phone
24 is staticy again. It didn't -- it wasn't fixed. I
25 asked them what I had as far as what I was paying

1 for for service. I do have inside coverage, wiring
2 coverage in my house so they would come out and fix
3 it. They have not come out and fixed it.

4 I called them actually today and it's
5 going to be about a week before they can come out
6 and fix my phone again, which it's never been
7 totally fixed. I have the static. I have Internet
8 that goes out because they said I turned it off,
9 they were charging me \$80. I called them, I
10 complained. I appreciate that they made that
11 correction.

12 But I don't know why people have to wait
13 for a week to two weeks to get service when we're
14 paying good money. I have the phone service with
15 everything, and including voicemail, which now is
16 not working. And I have the Internet service, which
17 now is working again, and I have all of these things
18 for the Internet, to protect my Internet service.
19 I'm paying a lot of money to Frontier and I do not
20 feel like I'm looked at as a customer that needs
21 help or could use help before two weeks.

22 As I said, I live by myself and I would
23 appreciate a little bit of understanding and a
24 little bit more courtesy in fixing my telephone.

25 Thank you.

From: Tabitha Odegaaed
To: [Staff, CAO \(PUC\)](#)
Subject: docket number, 18-122.
Date: Monday, February 19, 2018 8:44:47 PM

consumer.puc@state.mn.us, and reference the docket number, 18-122.

My husband and I have been Frontier customers for so long. To be honest the only reason we're customers is because there is nothing else available in our area. Our bill is different each month even though we never change anything. When I call to inquire I normal get someone who doesn't speak or understand very good English and have to repeat myself several times. They always hang up on me in frustration. My Father-in-law passed away on November 3, 2017 I had called to inquire about his bill and they would not help me because I didn't know the proper passwords and stuff for his account. I tried explaining that I did not know them he has passed away and I just need to cancel his service so that we are not responsible for paying the bill. The service was no longer needed. They said they couldn't cancel the service so we're still paying for the service which is not needed. He had the bundle with dish and dish had no problem canceling the dish service just as long as I sent back the dish equipment. We will be moving to his residence and I'm hoping that we can cancel his and get ours moved there. It's such a hassle. They don't care about their customers as long as they receive their money. I would've thought with learning that the father-in-law passed away that they would've been understanding that I did not know the passwords and let me cancel the service. If there was another serving phone and internet in our area I'd totally switch doesn't even matter on price at this point as long as I can speak to someone who can understand and speak English. Everyone I've talked to has been rude and hasn't helped one bit. So frustrating! I hope you all can get something resolved.

Tabitha Odegaard

1 my telephone service and my Internet service and my
2 home alarm service, that's fine. Or if you just
3 have a problem with one, that's fine. But I need as
4 best I can to try to understand the specific
5 problems associated with each kind of service.

6 Ward Ollila. Mr. Ollila.

7 MR. LLOYD OLLILA: My name is Lloyd
8 Ollila, O-L-L-I-L-A. 2194 Birch Point Road, Lake
9 Vermillion.

10 This is a letter that I sent to Frontier.
11 It's on a billing problem.

12 Dear Sir, We activated our phone system,
13 Internet system in December 2017 and then had it
14 turned off for a vacation period in January of 2018.
15 Now I find that I was being charged from January to
16 May for that time period. I was down \$347.58. I
17 was not put on vacation period, but full period. I
18 called Frontier around May 18th, 2018 to correct the
19 problem. And a lady, Felicia, said she corrected
20 the problem. Then on June 11th, 2018, I got a call
21 from Frontier and they said I had to pay the bill,
22 they decided to change their mind. I'm sending the
23 bill, but I hope you can correct the problem. We
24 have been a loyal customer for you for many years.

25 Some comments on this. I think you need

1 to work on your computer system for recordkeeping
2 and billing needs to be overhauled. I thought this
3 would be a good topic at a university business
4 school where I teach at on customer relations. I
5 could send Frontier some good books on customer
6 relationships in a positive manner. Every time I
7 thought of the interaction with Frontier this
8 summer, it got me upset, and that's why I came here
9 this evening.

10 Thank you.

11 JUDGE OXLEY: Thank you.

12 Ms. Susan Kasbeer.

13 MS. SUSAN KASBEER: Kasbeer, Susan
14 Kasbeer. I'm a water access resident of Moose Lake.

15 COURT REPORTER: Spelling, please, of
16 your name?

17 MS. SUSAN KASBEER: K-A-S-B-E-E-R.

18 I'm a water access resident of Moose Lake
19 about 16 miles east of Ely. We use Frontier. We
20 have a landline, believe it or not. It was put in
21 many, many years ago. And the landline worked
22 pretty well for us. But our Internet service is
23 abysmal.

24 I've given the court reporter a list. In
25 July, on the 15th, I installed a brand new modem, we

1 saying.

2 So thanks.

3 JUDGE OXLEY: So is there anybody who's
4 indicated they wanted to speak whose name I haven't
5 called?

6 Yes, ma'am.

7 MS. KARI OLSON: Kari Olson. I wasn't on
8 the list, though.

9 JUDGE OXLEY: Then come on up.

10 MS. KARI OLSON: Okay. I hope it's okay,
11 my mother is here with me and she's the customer.
12 So is that all right?

13 JUDGE OXLEY: She can come up, too, or
14 you can speak for her.

15 MS. KARI OLSON: Yes, if that is all
16 right.

17 JUDGE OXLEY: You correct her if she goes
18 off the rails.

19 MS. PEARL SHIRLEY: Yes, I will.

20 MS. KARI OLSON: Okay. My name is Kari
21 Olson, K-A-R-I, O-L-S-O-N, and my mother is Pearl
22 Shirley, P-E-A-R-L, S-H-I-R-L-E-Y. And Pearl lives
23 south of Farmington on a farm.

24 My mother has had Frontier service for
25 many, many, many years. On the farm she has a real

1 long driveway off of Denmark Avenue. And earlier --
2 she's had intermittent the last couple of years. I
3 asked her how your customer service has been and --

4 JUDGE OXLEY: Is it phone service she
5 has?

6 MS. KARI OLSON: She has phone service
7 and Internet service, yes.

8 And I asked her about customer service
9 and she thought maybe in the last couple years it
10 has gotten a little bit worse as far as problems and
11 the wait on the phone when you call, just the same
12 as everyone else has been stating.

13 The reason we're here tonight is that she
14 experienced problems in February of this year. Her
15 phone line was buzzy, no phone line eventually, so
16 she called in and a service person came out, I'm
17 thinking it's like three to five days later, and
18 fixed it. And then in March she had a problem
19 again. In April -- and it was fixed, the line came
20 back on. It's a landline.

21 In April, the technician that came out
22 told her that her line from -- her driveway crosses
23 the railroad tracks. And she was told that the line
24 from the railroad tracks up to the house needed to
25 be replaced underground. And so what he did was he

1 jimmy rigged it up, and it's on top of the ground
2 from the railroad tracks all the way up to the
3 house. And my husband measured it and it's between
4 900 and 1,000 feet of line.

5 And so intermittently through the summer
6 she's had phone issues with the landline. They come
7 out. There was a mouse in the box. Today -- well,
8 she's been calling and every time she gets a
9 different ticket number. She spoke with someone
10 on -- to Marcus on August 15th about this problem
11 with the line still being above the ground. And she
12 came home and there was a note on the door that
13 Patrick had been there and that he had made a sketch
14 of the cable to be buried. And she thought, well,
15 that's funny, because somebody else had been out
16 earlier to make the sketch of the cable. So we've
17 had two people out at different times to make a map
18 of where this cable is supposed to be buried.

19 And then last Friday, we've been worried
20 about Mom, she's on the farm, and we've been wanting
21 to get this fixed because winter is coming. And
22 last Friday she was told that somebody would be
23 there today. And no one was there today at all.
24 She was given a phone number of the company that is
25 burying the lines, cable, Frontier gave it to her,

1 but we can't get any response. She said the line
2 was real buzzy, she couldn't leave a message.

3 And I've been thinking, somebody
4 mentioned Gopher State, I didn't even think about
5 that, that they have to come out and do that
6 measurement, you know, those lines checks before
7 anybody would come out and dig that line.

8 So our main concern is we'd like to get
9 this cable dug before winter. And we all know, with
10 this aging population that we have, that everybody
11 wants to live in their home if they can and stay
12 safe. And when you're a senior citizen, I think
13 that's very important to take into consideration
14 that they need that landline. There has been many
15 times that if we can't get ahold of her we are
16 running out there and we're checking on her to make
17 sure she's okay because we don't know. And she
18 relies on that landline for that ability to reach
19 out if she needs to.

20 We even had to tie garbage bags up this
21 long driveway because it's on a ditch and then into
22 her lawn, and we mow that. So we tied garbage bags
23 on the line so we can pick it up every time we mow
24 it so we can clean that and then put it back. It's
25 very, very sad and it's very, very frustrating.

1 So that's all we had. Thank you.

2 JUDGE OXLEY: Thank you.

3 MS. PEARL SHIRLEY: Can I say something?

4 Two or three times the Frontier repair
5 person has told me that they are waiting for a
6 permit from the county. And I kept telling him the
7 county has nothing, as far as I'm concerned, has
8 nothing with burying that line. Yes, it does go
9 under the railroad track, but I'm coming off a
10 township road, not a county road. And the county
11 has told me, no, they do not issue any permits, go
12 to the township, and the township has also told me
13 that the telephone company doesn't need it. The
14 line is all on private property.

15 MR. DAVID BERG: Maybe it's the railroad.

16 MS. PEARL SHIRLEY: Okay. I know it's a
17 private road.

18 MR. DAVID BERG: It's for a steam engine.

19 JUDGE OXLEY: I'm sorry, it's very hard
20 for the court reporter to follow --

21 MS. PEARL SHIRLEY: I'm sorry.

22 JUDGE OXLEY: Mr. Berg -- okay.

23 MS. KARI OLSON: I forgot about that.

24 Thank you, Mom.

25 But, yes, we've been told several times

1 from Frontier that they need a county permit. And
2 we don't know what that is so we don't understand
3 that. So here we sit, it's the end of September,
4 you know, and winter is coming.

5 And it's the true thing, too, as everyone
6 else has said about the rain and the wetness, she's
7 experiencing that, too, the heavy rain with the
8 lines on top of the ground and she loses service.

9 Thank you.

10 JUDGE OXLEY: Thank you, Ms. Olson.

11 Thank you.

12 MS. PEARL SHIRLEY: Thank you.

13 JUDGE OXLEY: So I think everybody who
14 indicated they wanted to speak has had a chance.

15 MR. JIM KORSA: Can I say something?

16 JUDGE OXLEY: Yes, sir. Come on up.

17 MR. JIM KORSA: My name is Jim Korsa,
18 K-O-R-S-A.

19 I live a mile off of the interstate where
20 you think there would be really good service. But
21 as I've listened to everybody talk about it, we're
22 all the same, we're in the same body of
23 infrastructure. The infrastructure is poor and
24 everything else.

25 Only a couple people mentioned that this

1 JUDGE OXLEY: Thank you.

2 MR. SYLVAN TEKRONY: Okay.

3 JUDGE OXLEY: Thank you, Mr. Tekrony.
4 Nancy Olson.

5 MS. NANCY OLSON: I'm as close to the
6 front as I can get.

7 JUDGE OXLEY: You are very close to the
8 front and it sounds like you have a strong voice
9 that will carry to the far reaches of this gigantic
10 hall.

11 MS. NANCY OLSON: It is O-L-S-O-N. And I
12 represent Oden. My address is Butterfield, we live
13 in the country.

14 I can go on all aspects of what they have
15 said about the service. My mother-in-law is 98
16 years old, lives at home by herself, is on the
17 lifeline, and her phone went out and without her
18 phone she has no lifeline. So we called up to
19 Frontier to get this fixed. And they said, well,
20 that's an emergency then, it'll be 24-hour service.
21 And that was 10 days later, my husband calling six
22 times, every time talking to somebody different.
23 Yes, it'll be a 24-hour emergency service. Finally
24 we called the electrician and they came out and
25 fixed it.

1 And then after that we had the repairman
2 come from Marshall and we asked him, you know, 24
3 hours, that was, you know, like 12 days ago. And he
4 says he never got any information that it was an
5 emergency or that he needed to be there or whatever.

6 So then at home, I run a business in
7 Oden, and we have absolutely awful reception. In
8 fact --

9 JUDGE OXLEY: Now you're on the Internet
10 service?

11 MS. NANCY OLSON: Yep. People will go
12 out into the middle of our main street to talk to
13 get reception or they might get to the edge of town
14 to get reception or whatever. It's just --

15 So, anyway, I run the business through my
16 house on my computer at home, and my email will come
17 to me but I can't ever answer it. So I finally got
18 ahold of a tech and he said, oh, I can help you
19 right now. So he went through it and I thought he
20 had it fixed until the next day my daughter called
21 me and said what the heck are you talking about,
22 mom? And I said why. She said, well, you're
23 answering questions from two years ago. He had sent
24 all of the responses out to these people that they
25 hadn't gotten when they were supposed to be getting

1 them. So, anyway, it was kind of confusing for my
2 business to go back two years and try to clarify
3 everything that I had told them.

4 Outside of that, yeah, we've just got
5 very lousy service. If I have my grandchildren
6 there, they're watching Netflix, I can't be on the
7 computer at the same time. I will be looking at
8 Facebook and automatically the little box will come
9 up that Explorer, Internet, is shutting down. And
10 that has happened, out of the 24 days this month,
11 it's happened 12. And then it might be out for five
12 minutes or it might be out until the next morning.

13 And that's all I have to say.

14 JUDGE OXLEY: Thank you very much.

15 Jeff and Trish Grieme.

16 MS. TRISH GRIEME: Grieme.

17 JUDGE OXLEY: Grieme.

18 MS. TRISH GRIEME: I guess only the Trish
19 part of it is talking.

20 JUDGE OXLEY: Well, okay. I guess we can
21 go with that.

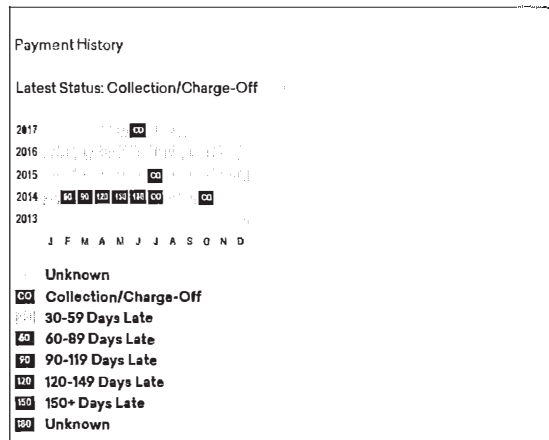
22 MS. TRISH GRIEME: And it is G-R-I-E-M-E,
23 T-R-I-S-H.

24 I'll start with Internet. Our Internet
25 was really slow when it worked. But we actually

From: aaron oquist
To: Staff_CAO (PLCI)
Cc: aaron.oquist@gmail.com
Subject: docket number 18-122
Date: Saturday, February 17, 2018 10:29:16 AM
Attachments: lnanz001.png

Hello and thank you for your time.
 I am adding my experience with Frontier Communications for the Docket.
 In the fall of 2013 I moved into a new house in Stacy Minnesota.
 I had received quotes from Frontier Communications and Midcontinent cable for internet and phone service prior to moving.
 Midcontinent quoted me a higher level of service so I went with them.
 The day after move in Midcontinent came out and told me that their maps were off and there was no cable service at my address.
 I then called Frontier Communications back and asked if they could come install phone and internet, also confirming that they could provide at least 1.3 mbps service.
 Frontier confirmed that they could.
 Frontier service started a couple days after that. I realized right away that the internet service was a fraction of what was promised.
 I called frontier and the person I spoke to said I was too far from a terminal box and that the .25 mbps I was getting was the best I would get.
 I immediately canceled my service. Total time with Frontier Communications service was about 3 days.
 I then rented a cable trencher and buried my own cable so that Midcontinent Communications could get service to my address.
 Everything was fine. Until months later I see on my credit report that Frontier Communications had continued billing and reporting me to the credit bureaus.
 I spoke with Frontier several times to try and resolve this. They would admit to me over the phone that I did cancel the account, but refused to remove the charges or late payment reports.
 I finally agreed to pay them the amount they wanted (several hundred dollars) to resolve this. They agreed that If I did that they would remove it from my credit report.
 I paid this in 2016. They have since refused to remove it form my credit report. They have also illegally reported charge offs on this account 4 times.
 I have disputed this with the credit bureaus, I have paid attorneys to dispute this with the credit bureaus. Frontier just sends a pre-written letter saying it is accurate.
 This is outrageous. I had an account with this company for 3 or 4 days and only because they lied about the service they would be able to provide.
 I have 1 legitimate 30 day late payment on my entire credit report. I work hard to keep a clean credit report. And this company has a standard operating procedure of lying to their customers, the credit bureaus and the state agencies that oversee them.
 I would like at the very least for Frontier to remove this fraudulent information from my credit report. It would be nice to get my money back for the services I never received as well.
 Thank you for your time.
 Regards,
 Aaron Oquist
 763-898-0993

Account Details	
Last Reported	Oct 27, 2017
Creditor Name	FRONTIER COMMUNICATI
Account Type	
Account Status	Closed
Opened Date	Nov 01, 2013
Closed Date	Mar 01, 2014
Limit	--
Term	--
Monthly Payment	--
Responsibility	Individual Account.
Balance	\$0
Highest Balance	--
Payment Status	Collection/Charge-Off
Worst Payment Status	--
Date of Last Payment	--
Amount Past Due	--
Times 30/60/90 Days Late	1/1/0
Remarks	Paid charge off



See something wrong?
 You could dispute an error with Equifax.

From: Sanda Oslin
To: [Staff_CAO \(PUC\)](#)
Subject: docket # 18-122 comment
Date: Saturday, March 03, 2018 1:49:10 PM

Docket 18-122

Frontier Communications Investigation

I have had nothing but trouble for the last 5 years with Frontier phone service and before that, I had dial-up internet service with Frontier and the was awful, too.

For landline phone, the line is unusable more than usable. The line is crackly and very loud, so when it acts up, I cannot hear anything the other person says. When I call for customer service, it is a long process and they instruct me to go outside and open the box and connect my phone, etc.....I try to explain that I've done all that b4 and it is not the problem. Then, when I finally get done, I get a repair ticket number and get told that someone will be out in about 5 days. This is not right. We live in an area with no cellphone service, so in an emergency, we are in trouble out here. We live 14 miles from the nearest town with a hospital.

The phone also goes out when severe storms are approaching, they can be 30 miles away, yet our line goes dead every time. My county has a red alert system, but that won't help as the phone won't work as the storm approaches. The phone line comes back up about 15 minutes after the severe storm moves through.

When talking to the repairman, I get told that the phone lines are old and they no longer make parts for this kind of system. I get told they will be replacing the lines.....we've been waiting for that for 5-6 years.

I think everyone that is in this area, with these "old lines" should be reimbursed for phone bills for the last 2-3 years when the problem is the worst. What good is having/paying for phone service when you can't use it 50% of the time?

I hope you can hold Frontier accountable for poor service....calling for repair service doesn't help much.....the phone will be good after "repair" for a couple days and then it is out again. Sometime, the phone is out for most of the day all week long. I have an elderly mother and can't call to check on her, can't receive calls if something happens to her, either. There is no way to communicate with anyone if line is out without driving about 5 miles down the road and using the cell phone, but even that is no guarantee that there will be a signal.

We are disgusted out here.

Sincerely,

Sanda Oslin and Michele Flynn

10061 State HWY 27

Sturgeon Lake, MN 55783

Beaver Township, Aitkin County (note, zip code is Pine County, but this is an Aitkin County address....it's a long postal route, going through 3 counties)

Phone: 218-273-4019 if it's working

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>

Subject: FW: Docket # P407,405/CI-18-122 Frontier Communications

From: John Petersen <john.petersenllc@gmail.com>

Sent: Tuesday, September 11, 2018 5:11 PM

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>

Subject: Docket # P407,405/CI-18-122 Frontier Communications

I heard of the subject public hearing against Frontier communications and would like to offer my comments. I have been trying to get phone service from Frontier since June of 2017 and to date have not received. I've attached my log of the process for your reference. Please contact me with any questions.

Thanks,

John Petersen

Frontier Communications Log

John Petersen
8134 Lake Nichols Rd
Canyon, MN 55717

- 9/18/17 After numerous unsuccessful attempts at getting phone service, finally filed complaint with PUC. I had originally started calling Frontier in late June, 2017. Note my first contact with Frontier I was advised Frontier does not provide service in my area. I had to give them addresses of several of my neighbors who did have service.
- 9/27/17 Received word from Frontier that I would be receiving a call to schedule installation
- 11/3/17 Scheduled date for install. Service tech showed up but said line could not be buried until spring. Had to delay since the line would cross 2 driveways and the public landing.
- 3/18 Tried emailing contacts I had to see if there was an install date – no response
- 3/18 Called 800 customer service number and was told I would be moved to the top of the list for install.
- 5/29/18 Called 800 customer service number and was told order was still active. They advised Buried Wire Dept. would call to schedule an installation. I should call again if I had not heard by Friday, June 1st.
- 6/4/18 Called 800 number again stating I had not heard anything. They advised to wait for the call – nothing more they could do.
- 6/14/18 Called 800 number again as I had not heard anything. At first they said service was not available at that address which is exactly where I was at a year ago. They then finally found my records and opted to cancel the existing order and start a new one. This time they offered me phone plus internet for a 2 year price of \$60/month. Account # is 218-345-8699. Order # 57354205. 800 921 8101. Scheduled install is 6/19/18 8 – 12
- 6/19/18 Called to check on order as of 10 they had not showed up. I had checked on Frontiers website to make sure the order was still scheduled. It was but I did see they had my phone number listed incorrectly as 309-404-4123 instead of 319 are code.
- 6/19/18 Called back as I had not heard from dispatch. First person checked on order and tried to reroute me to dispatch. Got someone from technical support who said she could not help and sent me back to customer service. Another wait for an agent then this guy couldn't even find my information. It was so bad he kept calling me Mr. Nichols and couldn't even keep straight why I called in the first place. I asked to speak to a supervisor so while I was waiting I found the Frontier FB page and saw I could communicate through Messenger. Conversated with a guy named Dennis who was very

good and I believe genuinely wanted to help. At 3:00 he advised a service tech would be there within 30 minutes. After an hour and no service guy he finally advised dispatch had "lied" to him and they couldn't make it until the next day. Rescheduled the install for July 2nd – 8 – 12

- 7/2/18 Tech showed up around 2. Was surprised no cable had been installed. Remembered he had been here in November and couldn't install because it was too late to bury the cable. He made a few calls and reentered the order on an expedited basis to bury the cable. Was able to do a partial install but had no idea when the cable might get put in.
- 7/6/18 Emailed Michelle Frederick about burying cable. She had contacted the Buried cable Department and was advised the order was pending supervisor approval. Also gave me the phone number to call to check status.
- 7/9/18 Called the number Michelle gave me. Lady had to contact Frontier because as yet no drop request from them. She said the same thing, request is waiting for manager approval. Said she would follow up with Frontier on Wednesday to check status again.
- 7/11/18 Called again to check on status. Still waiting manager approval. They will try to push through.
- 7/16/18 Called again to check status. Said crew would be out within a week. No mention of supervisor approval so assume everything was OK. Note – conversations with the buried cable people have been some of the consistently best I have had. They are able to get information and give a good reply in short order. Totally different from all the previous encounters I have had with Frontier.
- 7/27/18 Called again to check status as I had seen from the cabin video that a crew with a trenching machine had been at the property. They could not get in touch with the crew and said they would call back. No response.
- 7/30/18 Called to check status. Crew had been out but didn't know where to put the cable so they left. Asked why they didn't call me. Verified phone number and they had incorrect area code (309 instead of 319) This was on Frontier's end as they had the incorrect area code on the original order. I had asked this to be corrected mid June and they said it had been.
- 7/31/18 Got a call from I believe his name was Roy from the cable burying company. He thought I need an install date but explained the crew didn't seem to know where the cable was supposed to go.
- 8/1/18 Got a call from the guy in charge of the crew to bury the cable. I explained where I thought the connect point was east down Lake Nichols Rd. He promised the cable would be buried next week. Said we would have priority since we had no service.

- 8/9/18 Called the cable burying guy again as no one had showed up. He said it would now be next week.
- 8/14/18 Called again as no one had showed up. Now said it would be Thursday or Friday.
- 8/17/18 Called Roy again. He said they should not be out today. Gave me 90% chance of being there on Monday. So much for the communication from Frontier that the line would be buried within 5 days after supervisor approval. Now going on a month. No credibility anywhere in this organization.
- 8/21/18 Cable got buried today. Asked Frontier for the earliest install date and it was August 30th. Have to go back to Iowa to tend to new house business so need to put off the install once again.
- 8/28/18 Frontier called with questions about speed. Said we were supposed to get 25 mbps but 18 is the only thing available. Said OK. They couldn't get their install scheduling to come up on the phone so said they would email me with the date. As of the 29th, no email.
- 8/29/18 Website lists install as October 2nd.

Commission Inquiry into the Service Quality, Customer Service, and Billing Practices of Frontier Communications | CI-18-122

Closed May 25, 2018 · Discussion · 165 Participants · 4 Topics · 224 Answers · 4 Replies · 141 Votes

internet service for my wife's business to be successful. we are switching between Frontier and Verizon Wireless (which cost's money for our data usage. They did not have unlimited plans until lately.) to ensure that we can accomplish daily communications.

Joe Poll · Citizen · (Postal Code: unknown) · Feb 24, 2018 5:16 pm

 3 Votes

comment...Where do I begin about Frontier? I/we have nothing good to say about them and their services. We live in rural Minnesota (56312). Frontier is the only phone service provider in our area so we have no choice but to have them. We have been stuck with them since the mid 90's. Our residential phone service is pathetic. Our internet service is pathetic. We have had so many "technical" and "outside equipment" issues over the years I have lost count. The past two years have gotten absolutely ridiculous. Our residential phone service quality is so bad that we have directed friends and family to rely on our cell phones for our primary service. The only reason we keep Frontier is I need the line for fax machine use for my business. Over the years we have repeatedly complained to Frontier about the noise issues on our line. We have complained about dropped calls (on a land line). We have received information many times over the past 2-3 years that family and friends were trying to call us. That on their end of the call it would just ring and ring forever. On our end the phone never rang at all. So then they would call us on our cell phones and let us know they called our house phone. When we complained to Frontier about this their response was that it was due to a switching problem with the cellular equipment, not theirs. So, we even tried to have our relatives follow up with their cell providers on it. They were told it was not a problem on their end. We have even experienced this with our own cell phones when trying to call our land line number. we experienced the same thing, the phone would ring and ring on our cell phone end but not ring at all on the home phone, land line. So, we called Verizon, our cell provider and spoke to them about this. They took it as a complaint. They investigated it from their end, it took 3 days for them to get back to us, which they initially told us it might take that long. They, to our satisfaction investigated it from their end and said they could not find any reason for why it was happening from their end. They didn't believe it was a Verizon problem. They didn't believe it was a cellular issue at all. The only solution Frontier had was to blame someone else. We experience noise issues on the line that were so bad that it interfered with using the FAX machine at times for my business. The noise was so bad that it would interfere with calls with family and friends that it was difficult to hear the conversation. We also experienced fluctuations in the audio volume of calls. During conversations the audio would get so low, quiet that you could not hear what the person on the other end was saying. Then the audio would get louder and dissipate again. Audio quality was so poor that we couldn't even understand our answering machine messages. So many times we made complaints to Frontier about these issues. There were times that they sent out technicians. We have had three different technicians tell us the same thing when they came out to look into it. For the past two years the technicians have changed our line to different "pairs" in the cable to try to fix the problems. They were able to confirm our noise issues and audio issues on the line, but could not provide any explanation for the audio fluctuations. ON several occasions they told us that they found definite shorts in the wires/lines in the cable or at the pedestal locations. Sometimes they would tell us that the problem was at a switching location in the area. In May-June of 2017 the service tech was out with yet another complaint we made about noise issues. He told us that he switched us to the "last available pair in the line/cable". That there are no more pairs of wires that we can be switched to fix our issues. The only fix is for Frontier to bury a new cable and since we are the only customer on this end/leg of the line Frontier won't do that. I have two

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technicians tell me that Frontier has no plans to do any equipment upgrades or replacements for us for at least 5 years. The technicians tell us that Frontier needs to bury new fiber optic cable to fix things. What they have been telling us the most in the last 2-3 years is that we live on "the end of the line", we are the "last customer on the line" so there is not much they can do any more to fix our issues. After being told this by the techs I called into Frontier about that info.

I was only able to speak to a "Supervisor" who told me that she would pass my concerns along "up the chain" in Frontier about it. I should also mention here that the Frontier techs have checked our lines in the house too and that they could NOT find any problems with the wiring, etc. inside our house.

Now let me address our internet issues. We have had Frontier internet for about 6-7 years. We were the first rural customer to receive it in our area. At first it worked very well. It was sold to us as "High Speed Internet". It took 3 years for someone to actually tell us what Frontier considered high speed to be for us. The field tech told us that for us high speed is 2.2mbps.

In the past 3-4 years we have rarely received that. Unless you want to stay up and use the internet at 2 in the morning when no one else is on it. We have repeatedly made complaints to Frontier about our poor internet service. You could set your watch by when the kids would get out of school and get home and get on the internet. It would be seriously slowed down. Then when adults got home at night from work you would realize another significant slow down. By now you could barely use it to do anything. It would lock up totally and require rebooting it. Which was only a temporary fix or no fix. On weekends and holidays you could not use either because so many people would be on it. This past year and a half was so bad that we would totally lose internet service for days at a time. Sometimes Frontier would say it was an outage in the area. many times they could not explain why and put in a "repair ticket" on it. I would also complain about paying for internet service that I didn't have so Frontier would "credit our bill to varying degrees. Sometimes the credit would show up on our bill, sometimes it wouldn't. Long story short, the field techs told us that there are so many users on the system now that it is overloaded. The current equipment can't handle the amount of use. And again, they told us that Frontier has no plans to do any equipment upgrades in the next 5 years in our remote rural area. I want to say to that each time a tech came out to investigate our internet issues that they did line speed tests and NEVER was our line speed anywhere near the 2.2mbps it was supposed to be and what we were paying for. Most of the time it was .1 or .2 for speed!

In 2017 I filed a FCC complaint about Frontier and our experiences with them. The bottom line is that the problems we experience are apparently equipment, buried cable issues. Frontier corporate was quick to respond to the FCC complaint. But, guess what, NOTHING changed or improved. We still have the same crappy service. In December 2017 we were able to drop Frontier internet and we are trying/experimenting with a satellite internet service provider.

When I called Frontier to cancel our internet service it took me 3 nights of phone calls after work each night to get it done. For those 3 nights I spent 3-4 hours each night on the phone trying to get the service cancelled. I spent most of those times on hold waiting for someone to come back on the line with me. At least twice each night when I was put on hold the call was dropped and I would have to call back in and start all over again. 30-40 minute waits of being put on hold is what I experienced. Then, the last night when I thought I was finally done with it the customer service person got it wrong. when she reviewed with me what I wanted she indicated that we were cancelling our internet service and our phone service. I said no, no, no, that is wrong. I want to cancel our internet only, not our land line phone service. So, guess what, she put me on hold for 28 minutes and never came back. So I called back in and yet again started over. When I told that person what had happened she put me on hold and it was 37 minutes before

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she came back. She indicated that she had to put in an order cancelling the previous order that was wrong. Then do a new order to cancel the internet and keep the land line service. After another 27 minutes on hold she came back and told me that it was in their system correctly. My last call trying to get it cancelled was on Jan. 25th, 2017. The customer service person told me that because of the billing period the service wouldn't actually be cancelled until Feb 9th. I said to her well I want it cancelled now, Jan 25th and why couldn't they issue me a credit for the days up to Feb 9th? She said they couldn't do that. That the service would remain in effect until the end of the billing period which was Feb 9th. I asked her if I would be billed for internet service on the next billing then. She said no, I would not be.

well guess, what, I was billed for it on the next bill. I am so sick and tired of Frontier. Like I said in the beginning we are stuck with them because they are the only provider in our area.

They are the perfect example of a huge corporate company that couldn't care less about their customers.

Scott Plooster · Citizen · (Postal Code: unknown) · Feb 24, 2018 7:35 pm

 3 Votes

Customer service is horrible. They are severely understaffed and outsourced off-shore.

The DSL service itself is absolutely disgraceful. I've been a customer for 20 years! The speed really hasn't changed the whole time and neither has the price-- this is not how technology is supposed to work. The service VERY commonly does not work completely. I have to power cycle the modem several times per day.

If there was another service offered I would GLADLY pay double. Minneapolis is hitting 1Gig service and Jordan, MN can't maintain connection on their 4mbit service. This is repulsive and is harming our business' and families.

For perspective, the average bandwidth in Iraq where there is an active WAR is higher than Frontier can provide Jordan, MN. (3.2 vs 3.7)

Michael Farrell · Citizen · (Postal Code: unknown) · Feb 25, 2018 4:57 pm

 2 Votes

I have several complaints in regards to Frontier Communications. In our household we have two lines with Frontier. First and foremost, the reasoning is to separate internet lines for certain user to have better streaming, etc. When I first had Frontier in this household I had a relatively low down stream and up stream connection (paying for up to 6 Mbps). Upon logging into the modem, however, I had noticed that there was plenty of margin left to give for a faster connection. Most DSL companies will at least go down to a Margin (dB) of 9.0. I was sitting around 20+ giving much more space for a higher connection speed. I called technical support several times. Nobody seemed to know what I was going on about. They would send out technicians who would either a) never show up or b) never call me in regards to the issues I would have. I then sent a lengthy e-mail in regards to my issues to the regional managers, etc. I finally got back from someone who actually worked with me on my issues. Speeds were sorted out so I could obtain the max potential (around 5200 Kbps) which is huge compared to the 1800 Kbps I

1 MR. MARK KORAN: Judge, I'm State Senator
2 Mark Koran. I think it would be helpful for anybody
3 who is providing testimony when they're talking and
4 have done the speed tests, I think it would be helpful
5 for you as you gather your information that to provide
6 the details of the upload and download speed. So far
7 people just described a speed. But without doing any
8 upload or download, it will, in many cases, be limited.
9 So thank you.

10 JUDGE OXLEY: The next person who has
11 indicated speaking is Mr. Fred Resler. Mike, he's up
12 at the front there.

13 MR. FRED RESLER: Thank you. My name is Fred
14 Resler, R-E-S-L-E R. I have the pleasure of being a
15 Frontier customer for 25 years. I even got a nice
16 letter from them congratulating me.

17 JUDGE OXLEY: So, Mr. Resler, I'm going to
18 ask you to address me, if you could.

19 MR. FRED RESLER: I can. I'm a double
20 Frontier customer. I have Frontier in Florida and I
21 have Frontier in Minnesota. I'll just try and address
22 the Minnesota problem first.

23 I just recently moved to Vadnais Heights. We
24 sold our lake place up in Finlayson, Minnesota. And we
25 canceled our Frontier service and told them, Hey, we're

1 done; we're moving; we're finished. However, the
2 problem is, I keep getting bills from Frontier. They
3 acknowledge they canceled it. And --

4 JUDGE OXLEY: Mr. Resler, did you tell me
5 when you moved to Vadnais Heights?

6 MR. FRED RESLER: June 19. And I've got a
7 copy for all of this. One of the problems is, yes,
8 they want to give me credit and they did. Gee, they
9 said we've got a credit on the account for \$5 in there,
10 and we'll send you a VISA card for it, a prepaid VISA
11 card. Well, that didn't happen. So anyway, they got
12 the charges pretty well wiped out after several hours
13 on the phone. However, the problem is, I'm still
14 getting bills from them. They're charging me all the
15 government access taxes and the Minnesota state sales
16 tax on a zero balance. Their billing specialist said,
17 Well, you have to talk to your local government about
18 that.

19 It's -- the people they hire know nothing,
20 and most of their trouble comes from two years ago when
21 they bought all the Verizon lines in Texas and Florida
22 and California and damn near killed all the business
23 people in Florida.

24 JUDGE OXLEY: Mr. Resler has given me what
25 we'll mark as Exhibit 12.

1 MR. FRED RESLER: It covers most of the
2 Minnesota problems, and you can see on there where it's
3 zero balance and they're just charging me taxes,
4 decreasing my credit balance until they get it all.

5 I won't go into the Florida thing, but they
6 owe me \$117 and now my bill is coming from Florida
7 where I tried to turn the phone off on vacation hold.
8 Well, they did that. They charged me the regular rate
9 plus they added in the vacation mode charge.

10 Most of their problems stem from the top.
11 But I'll try and talk to the Frontier people in the
12 back about my Florida problem. That's not your
13 problem. Thank you.

14 JUDGE OXLEY: Thank you, Mr. Resler. Christa
15 Schauer?

16 MS. CHRISTA SCHAUER: Hi. My name is Christa
17 Schauer, C-H-R-I-S-T-A, S-C-H-A-U-E-R. We've had inter
18 -- we've had Frontier for probably about 11 years. We
19 moved to Linwood in 2007. We did up getting their
20 internet service a few years back. I -- honestly, all
21 of these stories that I am hearing are completely the
22 same exact of what everybody has been going over and
23 over again. Nothing is going to be different from
24 story to story to story.

25 We've had the automatic disconnect. They

1 dollars from Frontier. And the reason I found out
2 about that it was even on my credit report was I
3 went to buy a car and it affected my interest rates
4 on there.

5 JUDGE OXLEY: Ms. Rezny, I'm sorry, I
6 didn't catch what services that that bill was for?

7 MS. NANCY REZNY: It would have been for
8 phone and Internet.

9 So I have not had Frontier now for three
10 years here and I'll get our Internet services
11 through the hotspots and the cell phone. I won't go
12 back to Frontier, not the way I was treated. In
13 2013 I had the same billing issue, I sent it to the
14 Attorney General's Office, the Attorney General's
15 office was able to correct it no problem. This time
16 the person I dealt with at the Attorney General's
17 Office says I cannot force Frontier to do it. I
18 said I showed you all the proof. I showed you all
19 the proof that it has been paid. Nobody would even
20 accept the fact that it has been paid even though it
21 was electronically transferred and I got that from
22 the credit union. So I would like to have that
23 taken off my credit report as soon as possible
24 because they owe me the \$236.78.

25 Thank you.

From: Barb Richter
To: Staff, CAO (PUC)
Subject: RE: Consumer Complaint/Inquiry Form [#74]
Date: Friday, March 09, 2018 7:37:25 AM

This is a public comment. I wasn't quite able to figure out how to do it other than in the complaint format. Thank You.

From: Staff, CAO (PUC) [mailto:consumer.puc@state.mn.us]
Sent: Thursday, March 8, 2018 3:41 PM
To: richter4@citlink.net
Subject: RE: Consumer Complaint/Inquiry Form [#74]

Hello Barbara,

Thank you for submitting a complaint to our office regarding your issues with Frontier Communications. It sounds like your issue has been resolved and you are making a public comment. Please confirm if your intent is to file a complaint for PUC to mediate or if this is a public comment.

Regards,

Pa Stelzner

Consumer Mediator | Consumer Affairs Office

Minnesota Public Utilities Commission

121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-296-0406
F: 651-297-7073
mn.gov/puc



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From: Consumer Affairs Office <no-reply@wufoo.com>
Sent: Wednesday, March 07, 2018 2:17 PM

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>

Subject: Consumer Complaint/Inquiry Form [#74]

Name *	Barbara Richter
Mailing Address *	<input type="checkbox"/> PO BOX 217 Milaca 56353 United States
Service Address	<input type="checkbox"/> 20386 Keystone Road Milaca 56353 United States
Home Phone Number	(320) 983-3638
Email Address	richter4@citlink.net
Name of Electric, Gas, or Telephone Company *	Frontier Communications
What type of utility company is your complaint about? *	Landline telephone
Have you contacted another agency or organization about this issue? *	No
Have you contacted the electric, gas, or telephone company? *	Yes
Person Contacted at Electric, Gas, or Telephone Company	Customer service reference repairs

Write details about your concern, the steps you have taken to try and fix the problem, the company's response, and the action you would like the utility company to take. *

Reference docket #18-122 On two occasions in the past year, we have lost our landline service. The first time it took 8 days to correct the problem, during which we were forced to use a cellphone that charges by the minute. The next time we lost landline service, I called the repair number using my cellphone. I was on hold for 15 minutes before an actual person came on the line. After explaining that we had no landline service, he said that he had to transfer me to someone else. I was on hold another 15-20 minutes when a second person came on the line. I again explained my problem and this individual did some testing and checking and concluded that it was Frontier equipment that was to blame but then had to get approval from a supervisor before giving me a repair order number and scheduling the repairs. My cellphone battery was close to dying through this lengthy, and unnecessary conversation. If a technician isn't able to order up repairs, why not? It all seemed like the company was looking for any reason they could find to charge me to fix the problem. The local repair people are excellent and the second person I spoke with was sympathetic to my concerns. It's the whole system that seems to be broken when it comes to customer service.

State law requires your signature in order for us to contact the utility company about your complaint. The information I have given is true and
Barbara Richter

1 is Roy Robison, R-O-B-I-S-O-N. I have been a customer
2 of Frontier for 13 years. And I'd like to submit this
3 email that I received about this hearing. I got a
4 Frontier Communication email 28 hours before the
5 hearing, which is strange because I know that the
6 Public Utilities Commission had emailed out this same
7 hearing information back in July. And I did not get
8 anything in my billing information from Frontier
9 either. So luckily, I was on the email list with the
10 Utility Commission and I knew about this ahead of time.
11 Otherwise, I would have had 28 hours to know before the
12 hearing. If I can submit that?

13 JUDGE OXLEY: Yes.

14 MR. ROY ROBISON: I have both Frontier phone
15 and internet.

16 JUDGE OXLEY: So we'll mark your first
17 document as Exhibit 19.

18 MR. ROY ROBISON: Thank you, Judge. We have
19 both Frontier phone and internet, both personal, home.
20 I have two lines, and I have three lines for my
21 business.

22 I have two points to make, one is billing
23 practices. I won't get into details. It's been
24 brought up already. But every month my bill changes.
25 It can be anywhere from 25 cents to a dollar more a

1 month and with no explanation. I don't have hours to
2 sit on the phone and go through three and four
3 different people to get an explanation and then no one
4 to fix it, so I just have to put up with it.

5 The other thing was, when I first signed up
6 with Frontier and got the DSL internet connection, they
7 had promised me a year price locked in. However, after
8 six months, they had increased the price without any
9 notification. And I found out about this eight months
10 into the contract, and I brought it to their attention.
11 And they basically would have said it's too late, they
12 can't do nothing about it. But because I nagged them,
13 made several calls, I finally did get someone to admit
14 it was their fault and they gave me credit.

15 I get my bills paid automatically, and I just
16 wondered how many people follow their monthly bills
17 that closely. People getting nickeled and dimed every
18 month, multiply that by hundreds of thousands of
19 customers, and that adds up to a lot of money that just
20 went into their pockets.

21 The most important thing I just want to bring
22 up was, we have phone interruption, no service at all
23 sometimes, for the last 10 years. It happens dozens of
24 times every year for no reason at all. We lose our
25 phone and internet service for minutes, hours, or days.

1 It's not weather related. It can happen on a sunny
2 morning. It could happen in the evening, and whenever
3 I spend 15, 20, 25 minutes to call them, get a, you
4 know, job ticket number, there is no explanation of why
5 the phone just stops working. In fact, because of poor
6 cell service, I have to get in my vehicle and drive two
7 miles over to Osceola where there is phone service.
8 Because when there is an outage -- I live in Shafer,
9 Minnesota on Highway 95. When there's an outage, it's
10 a big one from Shafer, Minnesota, to Lindstrom,
11 sometimes all the way down to Marine on St. Croix. So
12 it's not like I can go to my neighbors and use their
13 phone. I have to literally drive two and a half miles
14 to Osceola and use the pay phone to spend a half hour
15 to get a job ticket. I think that's just ridiculous.

16 Luckily, I do have a cell phone now through
17 the business that works most of the time. Last June, I
18 had three outages that lasted an average of two and a
19 half hours. In my business, when someone comes in with
20 a credit card, wants to pay their merchandize with a
21 credit card, I cannot do it, and I lose the sale. And
22 there is no recourse. Frontier is the only option
23 where I live. And I know you've heard this before but
24 I just want to go on the record of saying that.

25 I also -- just for the record, I counted at

1 least 100 people in this room, and I wonder how
many
2 more people there could have been if they were
3 correctly notified about this hearing. It would
have
4 been an auditorium, and it probably would have
taken,
5 you know, three times longer.

6 So I guess that's all I'm going to
say.
I'm

7 just, you know, going to say that the main problem
is

8 there is no phone service sometimes for hours or
days.

9 What happens if there is a medical emergency or my

10 house was on fire? Is it going to take a class
action

11 lawsuit to fix this?

12 I take care of my 83-year-old mother, and

13 I've had two times where I had to call 911, and I
thank

14 God at least the phone was working at that time.
But

15 what happens next time? There is no recourse.
Like I

16 said, cell phone reception is iffy at best. There
is

17 no other recourse here. We've got to get this
fixed.

From: rufsholm@frontiernet.net
To: [Staff, CAO \(PUC\)](#)
Subject: docket number 18-122
Date: Saturday, February 17, 2018 1:28:26 PM

To whom it may concern,

I have been stuck with Frontier as my phone and internet service for over 20 years. They have had horrible customer service! I have had the following issues:

1. I have been kicked off of my incredibly slow wifi over 120 in a month.
2. I have been told my "channel" for wifi was the same as those in my neighborhood's garage door openers!
3. Been promised my phone service would be repaired a day but it ended up over a week. I run a business from my home and lost hundreds of dollars plus customer service with my clients.
4. Have such slow streaming unlike advertised we can't watch netflix.
5. Have been shut off twice in a month due to their inability to communicate. I would not be able to schedule a payment in the time they stated clearly but they wanted to charge me the reconnect fee twice within 30 days.

I could go on but will not in frustration. Thank you for taking action. We will have resolution I hope, finally.

Sincerely,
Lisa Rufsholm

Lisa Rufsholm
Hair Analysis Consultant
651-462-1555
God Bless You!

From: Lois Ryan
To: [Staff, CAO \(PUC\)](#)
Subject: Re: Frontier comment
Date: Tuesday, July 31, 2018 8:33:00 PM

This is docket #18-122.

Lois Ryan
Montgomery, MN

> On Jul 30, 2018, at 4:09 PM, Lois Ryan <lryan70@frontier.com> wrote:

>

> I forgot to add that a year or so ago, Frontier canceled my email address after 10 years of the same one. They didn't like frontiernet.net I guess. Friends still have their frontiernet.net but mine was stopped and I was not informed. It took me weeks to get everything fixed with the new email address I was given. Their fix was to give me a \$25 credit on my bill. Their service stinks and they should be shut down. Lois Ryan

>

>> On Jul 30, 2018, at 3:56 PM, Lois Ryan <lryan70@frontier.com> wrote:

>>

>> We have been with Frontier for years, even before we moved to Montgomery, MN. We did not have the issues we have now. Every few months we would start hearing a buzzing on our phone line. It gets to the point we cannot use the phone because of the noise. We have to use our cell phones. I call Frontier, they come out and fix it, and then the noise will come back again. They always try to put any blame on our phone we own or the problem is in our house with the lines. I wonder if they should upgrade the phone lines, although they don't seem to want to spend money on the customer, just keep it for the rich presidents, etc.

>>

>> I also have problems with Frontier's internet, but understand that's a federal issue. They don't want to put in new DSL lines or more hubs (or whatever they are called) so the line is closer to us. We live in the country so I guess they think no one lives here, yet they tell me we have a lot of traffic on our DLS lines, so it's slow.

>>

>> I just don't like their attitude that if we don't like things as they are, to leave. i saw one letter where the customer went to a higher cost internet line to get a faster computer, but there wasn't a difference, so why pay more for a poor product. We are leaning toward cutting our land line and consider what to do with our internet. With customers leaving the phone companies, I would think they'd cater more to us as we can say goodbye!!

>>

>> Lois Ryan

>> Montgomery, MN

>

1 My big issue, other than the slow
2 Internet, which we pay a fair price for, is a buried
3 cable. It's been above ground for a year now, that
4 I was promised was going to be fixed last year, and
5 I put flags out there and they're still not there.
6 So they are swamped with their work and so they're
7 not getting everything done. They've got the two
8 men, I believe they're both men, that service this
9 area so I'm not here to chastise them because
10 they're good people, as these people are, so I'm
11 just here to throw my name in the hat as well with
12 the frustration with Frontier.

13 JUDGE OXLEY: Thank you, Mr. Crancer.

14 MR. TOM CRANCER: You're welcome.

15 JUDGE OXLEY: Barb Samarzia. Well,
16 you'll agree, that's a hard one.

17 MS. BARB SAMARZIA: It is. I didn't want
18 to touch it either.

19 MR. RANDY SAMARZIA: Wait a minute.

20 JUDGE OXLEY: Can you state and spell
21 your name?

22 MS. BARB SAMARZIA: Barb Samarzia,
23 B-A-R-B, S-A-M-A-R-Z-I-A. And I'm -- and my
24 husband, we're here representing Holyoke, Carlton
25 County.

1 First of all, I would say thank you,
2 thank you so much for giving us this opportunity to
3 come and talk. We have been frustrated for years
4 and didn't know where to go. It's kind of nice to
5 finally know that you're getting heard. I like
6 that.

7 Also, I found out in talking with a
8 couple back there that we were supposed to know
9 about this meeting, which is why a lot of people
10 from Holyoke are not here, because they did not know
11 about it. I found out, it was in the Cloquet paper,
12 which we do not get. We got a little bit of a
13 notice from a paper for Holyoke that we have for
14 ourselves, and the only way I found out more was
15 today I asked does anybody know what's happening, is
16 there a meeting. And I found out from a couple back
17 there that it should have been on our bill. I've
18 got the bill from August 1st, 2018, there's nothing
19 about the meeting. Nothing on it.

20 Okay. So real quickly. Our experiences
21 are the same as everybody else's, it's just uncanny
22 how service can be so horrible.

23 Just real quickly, there was a time that
24 we had really bad Internet and we called and got
25 somebody in Texas and they wouldn't help us. The

1 technician happened to be in the area, who was
2 absolutely wonderful, and he said, well, I'll come
3 and take a look, but I can't do anything because
4 they have tied my hands, I have to have a ticket
5 first before I can do anything. So he came and
6 says, yes, call them, tell them you need a ticket, I
7 will come out and I can help you get your Internet
8 back. We called. We were on the phone for two
9 hours, tag-teaming, because we were so upset and we
10 couldn't get anywhere with them. They kept saying
11 no, no ticket. Can we talk to your supervisor? No,
12 you cannot talk to the supervisor. When I got mad,
13 he took over, and when he got mad, I took over. And
14 it was two hours later when we gave up. We never
15 did get a ticket or did get our Internet fixed at
16 that point.

17 At one point I had called and she said
18 she was the president, Shaneshia Rogan. This was
19 back in 2017. She said she can't do anything, but
20 we'll wait together and talk to technical support.
21 I called at 5:00, we waited until 5:35. Finally she
22 says, you know what, I'll give you a call back when
23 I get ahold of somebody. Well, she gave a call
24 back, but they couldn't do anything. Somebody was
25 supposed to call us, nobody ever did.

1 We get to -- oh, I also told her that I
2 was calling from Holyoke, and I always made sure I'd
3 say Minnesota, because they all automatically think
4 Massachusetts, being from Texas. I said this is
5 Minnesota. So a day later we got a message on our
6 phone. She said, oh, I see that you have 6
7 megabytes, or whatever the technical term is. And
8 she went online and found out that was Massachusetts
9 that had that much. We have 1.63 download and 2.3
10 upload on good days. In fact, our tech told us if
11 we want to get 6 megabytes like Frontier just told
12 us, we have to basically be sitting on the box to
13 get that.

14 So, and I'm going to quit real quick
15 here, but I just want to tell you what my husband
16 went through August 27th, just a few days ago,
17 trying to call Frontier for repair for our phone and
18 our Internet wasn't working, it was slow. On
19 8/27/18 at 12:30, the first time when I reached the
20 menu to hit number 5, I did so and it promptly hung
21 up. I called back and was on hold for at least five
22 minutes when I was cut off. I called a third time
23 and this time they asked for a call-back number,
24 which he gave, and he spoke to somebody about it and
25 they said they had to do a line test. After a

1 number of seconds I was hung up on. Called back
2 again at 12:47. John, at 1:05, said he was
3 transferring me to a copper technician. She asked
4 me for a call-back number and I gave it to her and
5 then I got a dial tone. Hung up on me again. 1:15.
6 Now it's 1:42 and I have no call back. I'm calling
7 again at 1:50. I reached someone and she was going
8 to do a test on the line, a Diane found out someone
9 had written a repair ticket already. We had no
10 idea. So now they said he would be coming between
11 September 3rd and September 5th and they'd let us
12 know. Today was September 5th, we hadn't heard a
13 thing. So Randy called, yes, he'll be here before
14 5:00. He did come. The technician was super, was
15 very good to us, and got our phone back. So we were
16 out of phone service for about a week and a half, I
17 think. I don't even dare call Frontier to get some
18 money back, it won't happen. They've already told
19 me that fact in 2017, I'll never get any money back
20 from any service not done.

21 So thanks again for listening.

22 JUDGE OXLEY: Thank you for your
23 testimony.

24 Grant and Kathy Garriott.

25 MR. GRANT GARRIOTT: Hi. First name

Shaffer

wait 7-10 days to reconnect. That was not going to work for my situation, so I told the operator to forget it, I would just wait until I got into the new house.

The next day, I come to find out that the service tech shows up at the new house wanting to connect the service. The old owners were unaware of what was going on and hadn't even disconnected their service yet. After getting things straightened out with the technician and verifying, again, the details of the reconnect, we parted ways. Date of reconnect comes along and no word from Frontier, no technician. I call again and see what is going on only to be told it will be 7-10 business days before someone comes out. Luckily for me, it was only 3. The technician came out ran the line, hooked up my router and tried to connect the service only to find out that my account was blocked.

The technician had no idea and is unable to help, so I call Frontier yet again, but no one is able to tell me why the account was blocked or is able to unblock it. I am then directed by customer service to call back at a later time to see if anything can be done. It took 3 days of calling before I finally found someone who was able to unblock the account and get my service up and running.

After receiving my bill for that billing cycle, I noticed that I was charged for a full month of service. I contacted customer service again to dispute the fact that I had been without internet service for 13 days and yet was billed for a whole month. In the end, they approved a \$15 credit to my account.

1 Read

Reply to Misty Anderson



[Jayne Shaffer](#) about 1 month ago

We have had a very frustrating last several months with Frontier. We live in LeRoy, MN in the SE part of the state. Like many of you have stated, we also have limited options for internet carriers. We've been with Frontier since they took over operations from our previous phone/internet carrier, I'd say about 10 years. At first, service was ok, but over the last several years has gotten slower as we remain DSL while other companies are offering fiber optics. Frontier offers fiber optics in a town about 12 miles west of us, but we were told by one of their technicians that there are no plans for it to ever come here. We have also experienced years where we went through multiple routers, but have actually been told it's not uncommon for them to only last three to six months! The recent and most frustrating issue has been extended periods of time without service. We were out 17 days in July, and then 10 days from August into September. The first time involved a tree limb falling, which of course is beyond Frontiers control. When I called it in, my call was answered by a customer service tech named Jesse, who's greeting was as follows: "HELLO, HELLO, HELLO!! Thank YOU for calling Frontier!!" It was so loud and unprofessional that I had to wonder how it was permitted in what is supposed to be a communications business. To make a very long story short, while I explained that a phone line was laying on a sidewalk and boulevard where children ride bikes, my first available

Shaffer

service call was over a week away. When the technician came and restrung the line, our internet worked, but the land line still wasn't functioning. Within two days we had no service again, and we finally got another service call with a technician who solved both problems on the 17th day of no service. Each call to the service department lasted a minimum of 25 minutes to a max of one hour. I was told my August bill would be adjusted to \$40. When I received the bill it was only about \$20 less than normal. I tried their online chat with customer service, was told , no my bill was correct, and I had been credited \$40 over the course of my July/August bill, my bill was never to be only \$40.

Then, in late august, we lost all service again. This time my service call lasted 1 hour 39 minutes. I was cut off, transferred without being able to fully describe my problem, put on hold for long periods, and finally dropped to begin the process again. When I became disgusted, I was told I was being rude and inappropriate. I explained that was not my intent, but that this had been extremely frustrating, having just gone through this barely a month before. I told them at one time, service like this was amended by giving a customer a refund or a month of free service. I was told I would have to contact customer service again when my service was restored. I haven't been able to bring myself to go through that experience, as I know where it got me last time. It seems that the Frontier customer service department is totally immune to anything that the customer says, perhaps because they deal with so many unhappy customers due to their companies poor service. In closing, we have already signed with a new company coming to our area that offers fiber optic service. I am waiting for the day that myself and many others in my area are able to make that final call to Frontier to disconnect service. I dread how that will go, but am also looking forward to moving on.

0 Reads

Reply to Jayne Shaffer



[Michael O'Donnell](#) about 1 month ago

Our service with Frontier has been disappointing for a number of years. Many local residents including myself have resorted to tracking down a Frontier service person on the side of the road and asking for help due to service orders being ignored. Every time we call Frontier we are told our line is "fine", this while the representative has to ask us to repeat everything we say due to the static on the line. Our internet fails on a regular basis but calls to Frontier go unaddressed. Never have I experienced such a poor level of service from a business. Friends of mine have had to purchase their own routers when ones provided by Frontier failed and were not replaced. In typical form however, Frontier still charged the customer for a company router even though they wouldn't maintain it. I could go on and on... We need another option for our service. Please help.

1 Read

From: askov2f4@scicable.com
To: [Staff_CAO \(PUC\)](#)
Subject: MPUCDocket number P407,405/CI 18-122
Date: Wednesday, August 08, 2018 11:05:31 AM

My name is Elaine S. Smith. I would like to comment on the above docket. I have been unable to receive phone calls for a month. They were to have it fixed by today. I called my number with my cell phone and got a busy signal. I am 79 years old and am suppose to receive wellness checks and they can't be made. I have no other alternative than to discontinue my land line. I had to cancel my Life Alert because they couldn't get through. Also now I am being billed for another month for which I received no incoming service. I should be able to pay 1/2 of the bill as I only received 1/2 service. I just have the phone service. I don't have any of the add-ons such as long distance because I can make long distance calls and have yet to come up to the amount they charge for it. I have no caller I.D. no call waiting, no nothing but the phone. I think that \$40 to \$45 is too much for what I am getting.

Sincerely

Elaine S. Smith

3556 Bregnedalgade Apt 11

Askov MN 55704

Cell Phone: 320 372-2072

From: Splettstoeszser, Linda
To: Staff, CAO (PUC)
Subject: Docket number 18-122
Date: Sunday, April 01, 2018 6:15:10 PM

Re: Frontier communications

Hello,

After repeatedly trying to work with Frontier to get our internet to work it became clear they did not care about providing usable internet service but were more interested in taking my money and giving me nothing in return. I repeatedly called them to express my concern that I did not have internet service despite them being my provider and my bill always being paid on time. I finally cancelled all services with Frontier after many months of frustrating calls.

I have a balance that is owed to me by Frontier. I have repeatedly called them to find out how I can get the money they owe me. They have told me they will send a check out to me but they never do. They continue to send me statements each month showing I have a positive balance but they never send me my money. They are just trying to see if I will give up and they will never send it to me. I would like to take them to small claims court just to make a point.

The company are scam artists that are just taking advantage of innocent people. They should not be allowed to do business in Minnesota.

Linda Splettstoeszser
5106 114th Street SE
Delano, Mn. 55328
763-438-8931

Linda Splettstoeszser
Edina Realty
763-614-3525
lindasplettstoeszser@edinarealty.com



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From: Debbie Staehle
To: [Staff, CAO \(PUC\)](#)
Subject: Re: Frontier Communications
Date: Thursday, September 20, 2018 5:31:23 PM

Hello,
Our city is Crane Lake, Minnesota on the MN/ Canada border.
Debra Staehle

Sent from my iPhone

On Sep 20, 2018, at 3:53 PM, Staff, CAO (PUC) <consumer.puc@state.mn.us> wrote:

Good afternoon Debbie,
I would like to e file your public comment but cannot unless you disclose your city location.
Thank you,
Erin Petschel

Erin Petschel

Consumer Affairs Mediator | Consumer Affairs Office

Minnesota Public Utilities Commission

121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-296-0406
TF: 800-657-3782
F: 651-297-7073
mn.gov/puc

From: Debbie Staehle <djstaehle@gmail.com>
Sent: Thursday, September 20, 2018 8:54 AM
To: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Subject: Frontier Communications

Frontier Communications has consistently provided extremely poor service and resolution of telephone outages. Our property in Northern MN was without service multiple times this summer with the longest stretch of time of 6 weeks. This is unacceptable with no ce ll phone service from Verizon in the area either. Our neighbors did have phone service from Frontier, but not us. Repeated twice daily phone calls to Frontier for information was frustrating because I didn't speak with the same customer service agent ever!! Please review their company and assist the consumers with obtaining a different carrier.

Thank you,
Debra Stahle
Treasurer
Shelter Bay LLC

1 because they are two different services and they are
2 subject to different rules and regulations. So if
3 you forget to do that or if for some reason I didn't
4 catch it, I'll ask you to clarify what your comment
5 is.

6 Lastly, if you brought along something
7 like a copy of your bill or a statement that you've
8 written out, that you'd like to make part of the
9 record, you can give that to me, I'll mark it with
10 an exhibit tag, it'll get admitted into the record
11 and a copy of it will be placed in this docket so
12 the Commission has access to it, too, as well as
13 other parties to the proceeding.

14 So before I turn it over to you, let me
15 just ask, are there any questions from anyone about
16 what we're doing here tonight, or this afternoon?

17 Okay. So the first person on my list who
18 indicated an interest in speaking is Marty
19 Sterzinger.

20 MR. MARTY STERZINGER: That's me, Your
21 Honor.

22 JUDGE OXLEY: Did I say your name right?

23 MR. MARTY STERZINGER: You did. Thank
24 you.

25 JUDGE OXLEY: Could you spell it, please,

1 for the court reporter?

2 MR. MARTY STERZINGER: Marty Sterzinger,
3 S-T-E-R-Z-I-N-G-E-R. And I own the 19&75 Filling
4 Station in Ivanhoe, Minnesota.

5 COURT REPORTER: If you could come up
6 here, please, so I can hear you.

7 MR. MARTY STERZINGER: All right. I own
8 the 19&75 Filling Station at Ivanhoe, Minnesota.

9 And I have a problem with both broadband
10 and voice communication. Not so much voice
11 communication, but the analog lines. I use a
12 Verifone system, or a point of sales system.
13 Verifone is in Walmart, they're at Menard's, they're
14 all over. They use an analog system for backup, and
15 we use broadband for credit card clearing.

16 And I'll just, you know, if you don't
17 know what's wrong, you can't fix it, right? But in
18 the last 20 days, I've been down for about four
19 hours. And I'm paying for broadband business
20 service so I'm supposed to have business repair
21 times within 24 hours, so I'm told. The last time I
22 was down for three hours, that was on the 1st of the
23 month. I was told I was going to get a call back on
24 the 8th, a week later. You can't shut down systems
25 for a week, walk away. We are running a 24-hour

1 truck stop and, you know, no Internet, no broadband,
2 no credit cards, it doesn't work.

3 As far as the backup goes, Verifone keeps
4 telling me that the voice communication lines are
5 too noisy. I've got 12-pair cable coming out to the
6 store from the central office. They've only found
7 one pair that's conducive for communication, 11 pair
8 are broken.

9 And this goes back. I opened the store
10 in 2012. We've been dealing with this problem from
11 the very beginning. We started out with a dynamic
12 IP address. The dynamic kept switching every three
13 to four minutes. On a weekly basis, the server in
14 Farmington kept dropping the DNS every time it
15 issued a new IP address. Getting ahold of Frontier,
16 they said the only way to fix the problem is to put
17 in a static IP, which I said, it's a little more
18 expensive, right? Yes, it's another 25 to 30 a
19 month. I opted for it. It didn't help. The static
20 IP still drops.

21 When you call in -- and, again, you know,
22 you guys are the service technicians here in
23 Minnesota, but when you call the 800 number you're
24 going to go to a service technician in New York or
25 someplace in another part of the country. First

1 tier, the first tier doesn't understand what's going
2 on, they're reading a book, and to get to the first
3 tier you've got to sit through a five-minute
4 monologue of a prerecorded message telling you how
5 you should add to the system, how you'd like to
6 prepay your bill, how to set your bill up on an
7 automated billing system. I won't do that because
8 it just doesn't work.

9 So after the monologue and about 45
10 minutes of hold time, you finally get to talk to
11 somebody on the first level support in New York, not
12 here. And if I go back to that first incident I had
13 the beginning of this month, I was issued a trouble
14 ticket, six days later I got a call back from a
15 service technician in Ohio who was wondering where
16 my address was. He had no clue where Minnesota was.
17 He had no clue how he was going to fix this problem
18 in Ohio.

19 I mean, there's a myriad of other things,
20 but it really doesn't pay to get into the old
21 history. Just fix the broadband, if we could clean
22 the lines, if we could get the speed that we're
23 looking for.

24 I have three Frontier accounts. I think
25 maybe the last thing I'd like to talk about is my

1 three Frontier accounts. I have three different
2 accounts with supposedly fixed amounts on all three,
3 but I have yet to have a month come up where I had
4 the same bill, they're always varying between 10 and
5 20 and maybe even \$50.

6 JUDGE OXLEY: Do you know what categories
7 the variances are occurring in?

8 MR. MARTY STERZINGER: Two of the
9 accounts have broadband, one account is strictly
10 voice. The voice line is the stable line. The
11 variance comes on the two broadband lines.

12 JUDGE OXLEY: Thank you.

13 MR. MARTY STERZINGER: Thank you. Thanks
14 for having the meeting and thanks for listening.

15 JUDGE OXLEY: The next person who
16 indicated an interest in addressing us is Ms. Lynn
17 Stoneking.

18 MS. LYNN STONEKING: Right here.

19 JUDGE OXLEY: Hi.

20 MS. LYNN STONEKING: Hi.

21 JUDGE OXLEY: Welcome.

22 MS. LYNN STONEKING: Thank you. Thank
23 you also for having this. I want to echo what Marty
24 said, I appreciate it.

25 I'm a young mom from Minnesota. My

1 testimony.

2 Mr. or Mrs. Taran, Turan? Good
3 afternoon.

4 MR. ARINDAM TARAN: Good afternoon I
5 didn't realize I'd come up so fast.

6 Hi. My name is Arindam Taran.

7 COURT REPORTER: Can you spell that,
8 please?

9 MR. ARINDAM TARAN: Sure. A-R-I-N-D-A-M,
10 last name Taran, T-A-R-A-N.

11 I'm a former telco guy, I work in data
12 centers, I understand the industry. I've worked
13 with Qwest, which used to be US WEST.

14 So my issues have been that being a
15 Frontier customer for close to 18 years now, and
16 when there is an issue and you call them, they
17 always take you back through some troubleshooting
18 techniques that typically do not work, whether it's
19 Internet, where it's the problem on their end.

20 And at one point I used to know a manager
21 called Kevin, who has now been moved to the Ohio
22 office and I would actually call him and say has the
23 switch gone out. It was a faster resolution for me
24 to find out how long I don't have to be at home
25 because there was never an ETA on when the service

1 would come back. As this lady was just talking
2 about, Internet service, it just goes away. And I'm
3 living literally in the heart of the city next to a
4 SuperAmerica and Walgreens on County Road 42.

5 So we know there's some issues. The
6 problem is there seems to be a marked difference
7 between services when it was Frontier by itself and
8 then it's part of a bigger company now.

9 At one point, we had some issues with
10 bundled services, as somebody else was talking,
11 except it's not the kind of bundling we're talking
12 about, it was basically we had two lines at home, a
13 single line that has a suite of telephone services,
14 three-way calling, everything, and the second line,
15 which is literally in the good old days, my fax line
16 and a voice line. It has nothing, it doesn't even
17 have Caller I.D. Except for doing touch tone, it
18 doesn't do anything.

19 Now, at some point they unbundled my
20 service. I just happened to see a bill, that's
21 exactly how I found out they unbundled. I still get
22 a single bill, but since they unbundled the service,
23 I have been getting, one, my bill went up, two, I
24 have actually had something that this other person
25 actually talked about, is three-way calling. The

1 funny part is, as I said, I'm a telco guy. It's a
2 single line phone. If you press the button, the
3 call is dead. Three-way calling doesn't happen on a
4 single line phone.

5 And I have spent countless hours and
6 literally countless hours going back and forth
7 trying to do this, doing a total investigation.
8 Because that's what they use. They said we will do
9 a total investigation, find out how you can have a
10 three-way charge. And absolutely no phone calls.
11 There's always somebody who will say I'll have a
12 manager call you back. Yes, this is a genuine
13 problem.

14 As the person before me noted, some of
15 the issues on the back end of their software, where
16 the software actually doesn't take the call, there's
17 a call hang-up. And we have had months where we
18 have had \$7, \$5, sometimes I just don't call because
19 it's just going to waste too much of my time trying
20 to solve this.

21 And it has got to the point where I just
22 started writing off three-way call as a part of
23 doing business with them.

24 JUDGE OXLEY: So you're still being
25 billed for three-way calling?

1 MR. ARINDAM TARAN: Yes, I'm still being
2 billed for three-way calling on a single line that
3 actually cannot do three-way calling. There is a
4 provision in their software that says if you would
5 hang up the phone and don't wait three seconds, it
6 may, their operating word is may, become a three-way
7 call. How that is physically possible, I am
8 baffled. Because, again, in this digital age, that
9 is absolutely not possible.

10 So at one point before this, I actually
11 -- I sent some emails and that seemed to work, but
12 now nobody responds back at corporate office. So I
13 have even stopped going that route.

14 So this is all I have for the three-way
15 calling part.

16 As for the Internet service, I wish when
17 the service goes out they'd actually refund us money
18 by going out. Sometimes it goes out for a day, a
19 day and a half, sometimes a few hours. There is
20 never a fix.

21 Also, the drop-in speed. We have never
22 seen, I mean, since 2001, at least at this house, I
23 have never seen a drop-in speed as consistently as I
24 see. And I have high-speed, but not high-speed like
25 we traditionally call high-speeds. I have a bundled

1 Internet, so bundled services, just two lines coming
2 into the house, line 1, line 2, and you take two
3 wires of each line and you turn that 10 meg service
4 into a 20 meg service. That's the bundled modem.

5 The problem is, instead of 20 meg I get
6 12 or 15. Now they're trying to sell me higher
7 speed for less money, which is lower speed than what
8 I have. So they're saying we'll give you another
9 modem that will give you 12 megabyte, and I said,
10 why do I need a single -- a modem with 12 meg when I
11 already have one at 20 meg? They said that's not
12 possible, you can't be having a 20 meg.

13 Again, you just take what you get.
14 That's what I'm doing right now. I wish I can jump
15 and get into Comcast or something, but I don't want
16 to do that. It's my phone company, they actually do
17 a good job when they used to be good. All I hope is
18 somebody gets on their case and makes them better,
19 like the PUC and others used to do with US WEST and
20 everybody else.

21 Thank you.

22 JUDGE OXLEY: Thank you, Mr. Taran.

23 MR. ARINDAM TARAN: Do you need the
24 bills?

25 JUDGE OXLEY: You're welcome to enter

1 Frontier to agree to come in December and install
2 service for her for Internet and phone. And I
3 understood from the salesperson that it was a
4 two-year contract that we were agreeing to. It
5 turns out a year later, at about two and a half
6 times her bill, and she called and they said, well,
7 no, that was a two-year promotion. It was only for
8 a year that the rate was guaranteed.

9 JUDGE OXLEY: So you had signed for a
10 two-year contract, but only --

11 MR. SYLVAN TEKRONY: Well, we did it over
12 the phone. We didn't sign.

13 JUDGE OXLEY: Okay. And you understood
14 that the rate offered would be offered the same for
15 two years?

16 MR. SYLVAN TEKRONY: Yeah. And we had --
17 and that we were agreeing to have service from them
18 for two years.

19 JUDGE OXLEY: And did you contact the
20 company?

21 MR. SYLVAN TEKRONY: Yeah. And then they
22 told -- well, she did, and they told her, no, it was
23 only a year agreement on the rate, but the promotion
24 was for two years of time that they gave that
25 promotion available.

1 JUDGE OXLEY: Thank you.

2 MR. SYLVAN TEKRONY: Okay.

3 JUDGE OXLEY: Thank you, Mr. Tekrony.
4 Nancy Olson.

5 MS. NANCY OLSON: I'm as close to the
6 front as I can get.

7 JUDGE OXLEY: You are very close to the
8 front and it sounds like you have a strong voice
9 that will carry to the far reaches of this gigantic
10 hall.

11 MS. NANCY OLSON: It is O-L-S-O-N. And I
12 represent Oden. My address is Butterfield, we live
13 in the country.

14 I can go on all aspects of what they have
15 said about the service. My mother-in-law is 98
16 years old, lives at home by herself, is on the
17 lifeline, and her phone went out and without her
18 phone she has no lifeline. So we called up to
19 Frontier to get this fixed. And they said, well,
20 that's an emergency then, it'll be 24-hour service.
21 And that was 10 days later, my husband calling six
22 times, every time talking to somebody different.
23 Yes, it'll be a 24-hour emergency service. Finally
24 we called the electrician and they came out and
25 fixed it.

1 Harry Tolzman. Please come up, Mr. Tolzman.

2 MR. HARRY TOLZMAN: Let me begin by --
3 maybe it got turned off.

4 Let me begin by saying that I want to
5 thank you for providing us a venue by which to vent.

6 My name is Harry Tolzman, H-A-R-R-Y,
7 T-O-L-Z-M-A-N. My wife and I live at Waterville,
8 Minnesota, rural route, Waterville, Minnesota, which
9 is approximately 50 miles southwest of here.

10 We're on an extension out of Elysian,
11 Minnesota, and I have lived there for 40-some years,
12 and we've had Frontier, both telephone service,
13 landline, and now recently, within the last 15 years
14 we've had their Internet service.

15 Over the years we've experienced
16 problems. Whenever we had moisture or rain, it
17 would render our landline telephone inoperable, we
18 just couldn't use it. So you'd call in to the
19 customer service and you'd get somebody in Florida
20 or Alabama or Colorado and they would run their
21 standard checking procedures and they'd say, well,
22 we don't find any problem in the line, it's got to
23 be within your house. They say, well, we'll be out
24 in four or five days and between 8:00 and 5:00.
25 Make sure someone is home because if the problem is

1 inside the house it's going to be billable. And
2 then mysteriously a day later or something the
3 problem would disappear. And so you'd ask the local
4 technician, well, how did they resolve it? Well,
5 they say there was a mouse in the transfer station
6 and he chewed on the wires or he'd come up with some
7 excuse. But in any case, in the last three years,
8 it got to a point where the technician, local
9 technician, decided that they needed to rebury the
10 telephone cable that was -- that ran from Elysian,
11 Minnesota to our rural route Waterville.

12 And so they contract with an outfit out
13 of Indiana, Direct Line Communications Underground
14 Burying, who in turn sublets to another company
15 called Premier Underground. So one day these guys
16 show up from Indiana and they needed to bore
17 underneath State Highway 60 to get the cable from
18 across the highway to our residence, which was on
19 the north side of the highway. So they came out and
20 they bored underneath the highway and they ran the
21 cable and then they got into a big argument with the
22 local technician as to where the cable was to run
23 and so they got mad and left.

24 The next day another outfit, same,
25 Premier Underground out of Indiana, shows up, and

1 they were supposed to connect the cable from the
2 highway down to the closest junction box, which is
3 about 100 yards from my place to the road and it's
4 another 100 yards from the road to the nearest
5 junction box. So they started in with their plow
6 and they plowed up to the house and they hit some
7 tree trunks and the plow would jump out of the
8 ground.

9 Finally they got up to the house where I
10 had decorative rock and they say, well, we can't dig
11 here so we'll just lay it on top of the rock. And
12 then wherever it jumped out of the ground because of
13 a root, it's buried about one inch below the ground,
14 in other places it's 8 or 10 inches, where it should
15 be. So anyhow, they said that's the best we can do.

16 Then they went across the road to make
17 the connection to the nearest junction box, and they
18 went right down the shoulder of the road about three
19 feet off the blacktop and they were going down the
20 road with their plow. And lo and behold, the state
21 highway department drove by and happened to see them
22 going right down the shoulder of the road. And so
23 they questioned them, and lo and behold they didn't
24 have a permit to bury this cable.

25 So the next day a guy shows up and he

1 hooks up his pickup to the cable and he pulls it all
2 out. And the local technician comes out and he lays
3 a temporary line on top of the ground over to where
4 they had plowed underneath the road, and he made the
5 connection so we could get our telephone service
6 back. And they said they would be back to rebury it
7 in the proper right-of-way position as soon as they
8 had the proper permits. That was two and a half
9 years ago. And this cable is laying in the road
10 ditch, and meanwhile the state highway department
11 came along and they mowed the road ditch and they
12 cut the cable. So they replaced the cable again.
13 And then another time a snowmobile took the cable
14 out. So that cable still lies there strung between
15 the sumac bushes so that they can't mow it when they
16 mow the road ditch.

17 And I keep calling these people to get
18 this fixed and they keep telling me, well, they
19 don't have the permit yet. So I called the highway
20 department in Mankato and they say there's been no
21 application for a permit to rebury your cable.

22 In the interim, I had opened up a
23 complaint with the Federal Communications
24 Commission, which is located in Washington, D.C.,
25 and they in turn responded to me. And Frontier had

1 the gall to tell them that they had investigated the
2 above statements and offered the following
3 resolution. Upon the investigation, Frontier showed
4 that the line was repaired as of August 11, 2017,
5 Frontier will be burying the line on August 31st,
6 2017. Frontier spoke with Mr. Tolzman and advised
7 him of the above information. They had the gall to
8 tell them it was fixed and that same problem is
9 still there, the cable lies between the bushes. So
10 whenever we have moisture or rain, we'll be out of
11 service for our landline phone. And it's just very
12 frustrating to have to call and get a customer
13 service rep many states away that runs his routine
14 check and tells you, well, the problem is not on
15 their end, it's in your house, and yet it's never
16 been a problem within the house.

17 JUDGE OXLEY: Mr. Tolzman, would you like
18 to submit that letter from the FCC into the record?

19 MR. HARRY TOLZMAN: Yes, if someone wants
20 to make a photocopy of it, that's fine. It's
21 already a year old, that they told the Federal
22 Communications Commission that the problem is fixed
23 and that the line had been reburied.

24 JUDGE OXLEY: So I would mark it as
25 Exhibit 28. She'll take a picture of it and then



Tolzman

August 16, 2017

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Harry Tolzman
16118 State Highway 60
Waterville, MN 56096

Complaint No.: 1837843
Received: August 16, 2017

Dear Consumer Inquiries and Complaints Division:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

- Mr. Tolzman advises she would like the line buried.

Frontier has investigated the above statements and offers the following response:

- Upon investigation, Frontier shows that the line was repaired as of August 11, 2017.
- Frontier will be burying the line on August 31, 2017.
- Frontier spoke with Mr. Tolzman, and advised him of the above information.

If Mr. Tolzman has any additional questions, please contact the undersigned.

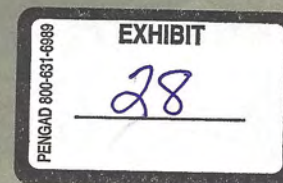
We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Benjamin Delgado
844 320 4445 Ext 1111292

cc: Harry Tolzman

JUSTIN
ELL 276 597 2056



From: mntrierweiler@citlink.net
To: Staff_CAO (PUC)
Subject: Docket Number 18-122
Date: Thursday, March 08, 2018 8:38:55 AM

Bruno

Hello,

I am writing in regards to the investigation into the services provided by Frontier Communications, Docket Number 18-122.

We have lived in our house since 1995. We are the last house on the line that ends before the 218 area code takes over. Needless to say, this has been an ongoing nightmare. We pay for phone, high speed internet and Dish through Frontier. I have called numerous times for the same issues...one we are dealing with right now. Since we have lived here, our line goes bad in the spring if it rains too much, we get a static noise on the line and of course internet issues. If our neighbor (2 miles away) turns on his electric fence, we get a pulsing buzz on the line. According to Frontier, there is nothing they can do about it, we just have to live with it. Since they are the only game in our area, we're stuck. So, these types of issues have been ongoing since 1995. When we are without phone or internet or we can't use our phone because of the noise on the line, there are no discounts or credits issued.

This particular issue started last winter. We called the phone company because, once again, our internet was spotty. I work from home, so this can be a huge issue. The phone guy came out, looked for the trouble, found that the line was almost completely separated. Because the ground was frozen, they would have to come back in the warmer months to fix it. We would just have to live with it until then. No credit for our bill, EVER! We are without internet or have spotty internet at least 1/3 of the month. But we never get a credit or a discount. More ongoing issues.

They did not come out to fix the line. Now the line has broken. We called and they came out again in the middle of February. The repair man said that he temporarily fixed the line, but that he did not think that it would hold until the ground thaws and they could get a truck up here to dig up the line. The line broke again, I called again and was told there is a freeze on emergency/priority trouble issues. Again, no kind of reimbursement, or credit or discount on our bill.

We are fair people, we don't mind paying for the services that we want. What we cannot tolerate, is the long-time fraud, the not caring about fixing their equipment to provide the services they are charging us for and the lack of common decency. They get from us what they want - our money; but we DO NOT get from them what they promise - high speed internet or phone, every day! Very frustrating!

If I have sent this to the wrong place, or there are questions, please feel free to contact me at (320) 838 - 3638 or mntrierweiler@citlink.net.

Thank you for your time and for at least listening to our issues.

Sincerely,

Nicci Trierweiler

Bohler, Scott

From: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Sent: Monday, May 21, 2018 9:32 AM
To: Consumer Affairs
Cc: Swanson, Tanya
Subject: MN PUC Case ID 71253 PS- Service Issues and damage to service boxes
Attachments: 71253- Daryl Ulshafer.pdf

WARNING: External email. Please verify sender before opening attachments or clicking on links.

Hello. MPUC received the attached complaint from Daryl Ulshafer. He has been having service issues. He called for repair service and technicians respond but the problems still continue. In addition there are 4 damage utility boxes in their area. Please send service techs to exam the boxes to see if they belong to Frontier and repair them. Please follow-up with customer on his other service issues that have not been resolved from previous service calls.

Thank you,

Pa Stelzner

Consumer Mediator | Consumer Affairs Office

Minnesota Public Utilities Commission

121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-355-0004
F: 651-297-7073
mn.gov/puc



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may 10
RECEIVED Docket Number
MAY 18 2018 18-122

MINNESOTA PUBLIC
UTILITIES COMMISSION

Our phone service with frontier has been very dissatisfactory for years now. We have made several calls and they have done fix it tickets trying to fix the problem, but with no results! Our phone crackles, rings loudly, buzzes and makes it very difficult to even hear the person on the other end. It makes it very hard to do any business calls. They can't hear us very good on the other end neither we live in the country, so our cell service isn't

DOC 093120

RECEIVED
MAY 8 1988

real strong, so we can't
get rid of our land
line yet. Enclosed is
some pictures of four
of the phone boxes on
our road. I don't know
if these are active
boxes or not. They are
not in the best of
shape. Hope things get
fixed, not happy
paying for this kind of
service.

Thank you,

Daryl + Cindy Ulshafer
9139 Hwy 29
Kelsey Mn. 55724

218-427-1014

DOC 003121



DOC 003122

X 151



DOC 003123

Ulshafer



DOC 003124



DOC 003125

1 just darn disgusted.

2 JUDGE OXLEY: Thank you.

3 Nita Utterback.

4 MS. NANCY JOHNSON: We have Internet also
5 and it's never there.

6 JUDGE OXLEY: Did you want that to be on
7 the record, Ms. Johnson?

8 MS. NANCY JOHNSON: Yes. Our Internet
9 never works.

10 MS. NITA UTTERBACK: I'm Nita Utterback,
11 U-T-T-E-R-B-A-C-K.

12 I've been a customer of Frontier for 12
13 years now. I wouldn't say a loyal customer, I would
14 say a captive customer. In those 12 years, I would
15 be conservative saying I've had 70 work orders in.
16 Last year, between May and November, I had 23 work
17 orders. I work from home. I'm a government worker.
18 I ended up taking 20 days of my vacation time last
19 year waiting for Internet, to come fix my phone or
20 my Internet. Oh, and I do have phone and Internet,
21 I'm sorry.

22 A lot of times I would get a phone call,
23 hey, it's all fixed. And the phone would be fine,
24 but the Internet would still be down. So I'd call
25 and say, yeah, the phone is fixed, but not the

1 Internet. Oh, well, that service ticket has been
2 closed, I'm sorry, you'll have to open a new one.
3 So another two to three weeks to get the Internet
4 fixed. A lot of times the phone would be fixed, a
5 lot of times the Internet would be fixed.

6 Finally, and this year, kudos to
7 Frontier, I've only had two work orders. And I
8 think one of the biggest frustrations is you call
9 when your speed is not working and you say, you
10 know, I pay for high-speed Internet, and they say,
11 oh, well, that only guarantees up to 10 megs, or
12 whatever service you're paying for. But they always
13 stress up to 10 megs. Your 1 meg is just fine. But
14 that's not what I'm paying for.

15 And I haven't had a lot of problems this
16 year, I've been very grateful for that. But for the
17 past 12 years it has been substandard service. And
18 since we're held captive, since we don't have other
19 options in the area, I think that Frontier should
20 start paying a little more attention to us as
21 customers.

22 Thank you.

23 JUDGE OXLEY: Thank you.

24 Ms. Ellen Saller. Did I say that
25 correctly, your last name?

From: Kathy Westlin
To: [Staff, CAO \(PUC\)](#)
Subject: MPUC Docket #P407,405/CI-18-122
Date: Thursday, September 13, 2018 7:24:25 PM
Attachments: [ltr MPUC Frontier.docx](#)

Please see the attached letter with our comments regarding the investigation of Frontier.

--

Kathy & Dennis Westlin

KATHY & DENNIS WESTLIN

2545 Marttila Road
Ely, MN 55731
218-365-6379
burntsideriver@gmail.com

9/27/2018

Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Re: MPUC Docket #P407,405/CI-18-122

Thank you for inviting us to comment on the adequacy and service quality, customer service, and billing practices concerning telephone services provided by Frontier. Like anyone living in Ely and the surrounding area for the past 40 years we are long standing customers of Frontier, because we have no other options for landline or limited options (satellite) for internet service.

In the mid-late 1990s Frontier started offering packaged plans. Initial plans were good but when your contract was up they just automatically started charging you their more expensive rate. Only if you called them to inquire why your bill increased, would they search for a somewhat better plan for you, but the best plans were reserved for new customers. Loyal long-term customers are second rate. They should offer a long-term plan with low rates to long-term customers in good standing.

For a long time we understood a landline was physically required in order to receive internet. Also the so called "high" speed internet was often much slower. Apparently Frontier sells connections "up to" a specific speed, but does not guarantee that speed will be available. When a landline was no longer necessary and our contract again expired we choose to drop the landline because of the cost, we had cell phones, and just continued with internet service. Within the first year of the contract we reported that our so called "high" speed internet was too slow to upload or download things or watch Netflix or do most anything one would want to do on the internet. They found us a two-year plan that provides Broadband Ultra (24 megabites/sec) that includes landline service for about the same price. Well that seems like a "No Brainer" to us. Why not get Ultra internet speeds with landline service for about the same price as their unreliable "high" speed without the landline. At the time of this letter we performed a speed check (12 Mbps) which seems a far cry from 24Mbps.

What are all these "Other Charges" on our phone bill that get added onto our so called contract every month?

Frontier Mail - Standard
Frontier Simple Rate
Carrier Cost Recovery Surcharge
Federal Taxes and Charges*
State Taxes & Other Charges*
Frontier:
 Federal Excise Tax
 Primary Federal Subscriber Line Charge
 Federal USF Recovery Charge
 MN State Telecom Sales Tax
 MN TAM Surcharge
 MN TAP Surcharge
 St. Louis County Telecom Local Sales Tax
 MN State 911 Surcharge
Frontier Com of America:
 FCA Long Distance - Federal USF Surcharge
 MN State Telecom Sales Tax
 St. Louis County Telecom Local Sales Tax

*Includes Basic Charges. What does this mean?

The June 28, 2018 wind storm knocked the power, phone and internet out. We reported the power outage to the power company that day and the location of trees down across the line on our road. We could not even drive past this point. The power was restored within 36 hours at which time we reported to Frontier that the phone still remained out and that we flagged the pole where the line had obviously been stretched to its limits.

We were told that a technician would arrive by August 3rd, however if we were available anytime between 6-9pm, one could possibly show up sooner. We indicated we would be available in the evenings. Our internet was restored on July 11th. We reported to Frontier that our internet was restored, however not our phone. The phone was finally restored on August 3rd (36 days since the storm) and we were informed that we could request a refund for the days without service. We can see where the repair is, as we stated earlier we flagged the pole and the repair looks pretty crude, with a couple plastic bags around the repairs.

We called and requested a refund for the days without service. We were quoted a \$28.34 refund. When the credit did not show on either our August or September bills we again call Frontier. Frontier could see were a refund had been started but not completed. So they then finalized the refund and said it would be an auto credit of \$20.96 (not the original quote) and to pay only the balance of the September bill. We do not feel the amount of the credit was adequate for 13 days without internet and 36 days without phone service, especially when we still have to pay the "Other Charges." When prorating each service and the "Other Charges" we calculate a figure closer to a \$60 refund.

First it is unacceptable to not have phone service for over a month. Secondly it is unacceptable to pay anything for phone service when none was provided. Thirdly the repair is crude. With power it is metered. When it goes out the meter stops. We pay 24/7 for phone service. When there is not phone and or internet service one should *not* have to pay.

Sincerely,

Kathy Westlin and Dennis Westlin

Frustrated Frontier Customers