

**NOTICE REQUESTING COMMENTS ON FRONTIER COMMUNICATIONS' SERVICE
QUALITY, CUSTOMER SERVICE AND BILLING PRACTICES**

Issued: *February 12, 2018*

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

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

Comment Period: Initial investigation and report due May 11, 2018 at 4:30pm
Reply comment period closes May 25, 2018 at 4:30pm

Comments received after comment period closes may not be considered.

Issue: Between January 2017 and January 2018, the Minnesota Public Utilities Commission's Consumer Affairs Office (CAO) received a large volume of complaints related to the service quality, customer service, and billing practices of Frontier Communications. After attempts to mediate these complaints, many of them remain unresolved.

The Commission hereby requests that the Department of Commerce, Office of Attorney General, and any other interested stakeholders investigate the matter and file a report by the due date listed above. Extensions of the due date or reply comment period may be granted for good cause.

Topic(s) Open for Comment:

- Has Frontier Communications complied with the Commission's service quality rules?
- Has Frontier Communications complied with the Commission's customer service standards?
- Has Frontier Communications accurately billed its customers?
- Are there other issues or concerns related to this matter?

Filing Requirements: Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: mn.gov/puc, select *eFiling*, and follow the prompts.

Submit Public Comments: Visit mn.gov/puc, select *Speak Up!* to find this docket, and add your comments to the discussion.

Email comments to consumer.puc@state.mn.us for review.

Send U.S. Mail to Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul MN 55101. Please include the Commission's docket number in all communications.

Full Case Record: See all documents filed in this docket via the Commission's website at mn.gov/puc, select *Search eDockets*, enter the year (18) and the docket number (122), select *Search*.

Subscribe to receive email notification when new documents are filed in this docket at mn.gov/puc, select *Subscribe*, or click [HERE](#) and follow the prompts.

Questions about this docket or Commission process and procedure? Contact Commission Consumer Affairs staff at consumer.puc@state.mn.us or by phone at 651-296-0406, 1-800-657-3982.

Change your mailing preferences: Email docketing.puc@state.mn.us or call Jamie Eschbach at 651-201-2204.

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