

## NOTICE OF COMMENT PERIOD ON SETTLEMENT

Issued: August 7, 2019

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

**PUC Docket Number:** P-407, 405/CI-18-122

**OAH Docket Number:** 19-2500-35946

**Comment Period:** Initial comment period closes **August 21, 2019** at 4:30pm

Reply comment period closes **September 4, 2019** at 4:30pm

These comment periods replace comment periods set out in the Commission's March 11, 2019 Notice in this docket.

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

**Issue:** What action should the Commission take on the Stipulation of Settlement and related filings and issues in this matter?

#### Topics Open for Comment:

- Should the Commission approve, modify, or reject the Proposed Stipulation of Settlement between the Minnesota Department of Commerce (Department) and Frontier Communications of Minnesota, Inc. and Citizens Telecommunications Company of Minnesota LLC (collectively Frontier) filed on August 2, 2019?
- What actions, if any, should the Commission take on the issues raised, but not resolved, in the Proposed Stipulation of Settlement?
- What actions should the Commission take in response to the comments filed by the Office of the Attorney General – Residential Utilities and Antitrust Division (OAG) and the comments filed by the Department on August 2, 2019?
- Are there other issues or concerns related to this matter?

#### Background:

The Commission issued its *Notice Requesting Comments on Next Steps in Proceeding* on March 11, 2019. The Commission granted three extensions of time at the request of the Administrative Law Judge (ALJ) conducting mediation and parties to allow more time to reach a settlement in this

matter. In its June 25, 2019 *Notice of Comment Period*, the Commission stated that it intended that to be the last extension granted, and that commission staff would begin drafting a proposal for customer relief and scheduling the matter if no settlement was reached by August 2, 2019.

On August 2, 2019, the Department and Frontier filed a *Proposed Stipulation of Settlement*. The parties noted there were certain issues not included or resolved by the Proposed Settlement. On the same date, the ALJ submitted a *Statement in Support of Proposed Stipulation of Settlement*. Also on August 2, 2019, the Department submitted *Comment of the Minnesota Department of Commerce* and the OAG submitted *Comments of the Office of the Attorney General*.

**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](http://mn.gov/puc), select *eFiling*, and follow the prompts.

**Submit Public Comments:** Visit [mn.gov/puc](http://mn.gov/puc), select *Speak Up!* to find this docket, and add your comments to the discussion or email your comments to [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

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

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**Questions about this docket or Commission process and procedure?** Contact Commission staff, Michelle Rebholz, at [michelle.rebholz@state.mn.us](mailto:michelle.rebholz@state.mn.us) or 651-201-2206.

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