

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT AND  
INVESTIGATION OF STAFF OF THE PUBLIC  
UTILITIES COMMISSION OF OHIO,**

**COMPLAINANT,**

**CASE NO. 19-1582-TP-COC**

**v.**

**FRONTIER NORTH, INC.,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on August 23, 2019

{¶ 1} R.C. 4927.21 states that any person or the Commission may initiate a complaint against a telephone company alleging that any rate, practice, or service of the company is unjust, unreasonable, unjustly discriminatory, or in violation of or noncompliance with any provisions of R.C. 4927.01 to 4927.20 or a rule or order adopted or issued under those sections.

{¶ 2} Frontier North, Inc. (Frontier or Company) is a telephone company pursuant to R.C. 4905.03 and 4927.01 and is, therefore, subject to the Commission's jurisdiction.

{¶ 3} On August 14, 2019, the Commission initiated this case based upon an August 13, 2019 Staff letter outlining a number of alleged violations of the Ohio Revised Code and the Ohio Administrative Code by Frontier regarding the basic local service being provided to its customers throughout Ohio.<sup>1</sup> Specifically, the Staff letter outlines issues concerning extended outage restoral timeframes and repeat trouble tickets that would seriously hamper the customers' ability to place outbound calls including calls to 911 and emergency service providers. The Commission found that Staff had provided sufficient justification in the August 13, 2019 letter for the opening of a complaint and investigation proceeding. Accordingly, Staff was directed to file a complaint in this matter as soon as practicable and

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<sup>1</sup> The Commission directed its docketing division to file a copy of the August 13, 2019 Staff letter in the instant docket.

Frontier was directed to file an answer to the complaint within 20 days of service of the complaint.

{¶ 4} The complaint was served on Frontier on August 20, 2019; the answer is currently due, therefore, on September 9, 2019.

{¶ 5} On August 21, 2019, Frontier filed a motion seeking an eight-day extension of time to respond to the complaint and a request for expedited ruling. In support of its request for an extension, Frontier submits that Staff and the Company have agreed to meet in the near future to discuss possible resolution of the Staff's concerns and/or establishing a procedure for moving forward in order for Frontier to best respond to the Staff's concerns. In order to accommodate negotiations and/or establish procedures for moving forward, Frontier requests additional time (i.e., until September 17, 2019) to file its answer to the complaint. In support of its request for expedited ruling, Frontier avers that it has contacted all parties regarding this motion and no party intends on submitting an objection to an expedited ruling.

{¶ 6} Given the seriousness of the alleged service quality violations including extended outage restoral timeframes and repeat trouble tickets that would hamper the customers' ability to place outbound calls including calls to 911 and emergency service providers, the attorney examiner finds that Frontier has not demonstrated good cause to grant an extension of time to file an answer in this matter. Accordingly, Frontier's answer is due on September 9, 2019.

{¶ 7} It is, therefore,

{¶ 8} ORDERED, That Frontier's requests for an extension of time to file its answer be denied in accordance with Paragraph 6. It is, further,

{¶ 9} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/Jeffrey R. Jones

By: Jeffrey R. Jones  
Attorney Examiner

NJW/mef

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 19-1582-TP-COC**

Summary: Attorney Examiner Entry denying Frontier North, Inc.'s motion for an extension electronically filed by Ms. Mary E Fischer on behalf of Jeffrey R. Jones, Attorney Examiner, Public Utilities Commission of Ohio