



2378 Wilshire Blvd.  
Mound, MN 55364

August 24, 2018

Ms. Patricia Van Gerpen  
Executive Director  
South Dakota Public Utilities Commission  
Capitol Building – 1<sup>st</sup> floor  
500 East Capitol Avenue  
Pierre, South Dakota 57501-5070

Re: Docket TC18-038  
In the Matter of the Request of Citizens Telecommunications Company of Minnesota, LLC  
Study Area: 361123 for Certification Regarding its Use of Federal Universal Service Support

Dear Ms. Van Gerpen:

As the Commission considered Docket TC18-038 at its August 22, 2018 session, Chairperson Fiegen mentioned that the Minnesota Public Utilities Commission (“MN PUC”) has opened a docket to review the service of Citizens Telecommunications Company of Minnesota, LLC and Frontier Communications of Minnesota, Inc. (collectively, “Frontier”) in Minnesota. Chairperson Fiegen indicated that she thought it would be appropriate for Commissioners Hanson and Nelson to review that matter before acting on Docket TC18-038. As a result, the matter was deferred. By this letter, Frontier would like to offer some context to the open Minnesota docket.

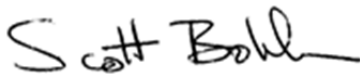
In February 2018, the MN PUC sought public comment on Frontier’s service and billing practices in Minnesota. As a basis for this action, the MN PUC pointed to what it perceived to be a large volume of customer complaints from Frontier’s Minnesota customers during 2017. Since February, the MN PUC has accepted public comments. The MN PUC has also scheduled six public hearings during the month of September as an additional venue to allow customers to comment. After those public hearings, the MN PUC directed the Minnesota Department of Commerce to prepare a report on the Department’s findings and recommendations. After reviewing that report, the MN PUC may, or may not, take further action.

No South Dakota customers were among the complaints received by the MN PUC. As Staff noted at the Commission Meeting, they had received no complaints from Frontier’s South Dakota customers during 2017.

The MN PUC has made no findings or determinations regarding Frontier's service in Minnesota. In fact, the matter will not be ripe for MN PUC review until the end of the year. Frontier is closely engaged in the Minnesota docket and will certainly make whatever changes are warranted based on public comment and MN PUC action. However, that matter should not impact this Commission's action in Docket TC18-038, and the requested designation of Citizens Telecommunications Company of Minnesota, LLC as an eligible telecommunications carrier for 2019.

If there are any questions please call me at (952) 491-5534.

Sincerely,

A handwritten signature in black ink that reads "Scott Bohler". The signature is written in a cursive, slightly slanted style.

Scott Bohler  
Manager, Government and External Affairs  
Frontier Communications  
2378 Wilshire Blvd.  
Mound, MN 55364  
(952) 491-5534 Telephone  
[scott.bohler@ftr.com](mailto:scott.bohler@ftr.com)