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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Investigation to Address
Intrastate Rural Call Completion Issues

Investigation 14-05-012
(Filed May 15, 2014)

**RESPONSE OF FRONTIER CALIFORNIA INC. (U 1002 C)
PROVIDING REPORT TO ASSIGNED COMMISSIONER'S RULING
INVITING PARTY AND PUBLIC COMMENTS REGARDING ISSUES RAISED AT
PUBLIC PARTICIPATION HEARINGS AND WORKSHOPS IN THE
INTRASTATE RURAL CALL COMPLETION ISSUES PROCEEDING (I.14-05-012)**

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September 23, 2016

1 The Assigned Commissioner's Ruling Inviting Party And Public Comments Regarding
2 Issues Raised At Public Participation Hearings And Workshops, issued September 8, 2016 in the
3 above-captioned proceeding, (the "Ruling"), stated that a 2-1-1 call completion issue involving
4 false disconnected or "not in service" messages was raised at the Public Participation Hearing in
5 Eureka. Ruling at pp. 4-5. The Ruling then directed respondent carriers serving Humboldt
6 County, including Frontier California Inc. ("Frontier"), as follows:

7 1. I direct respondent carriers serving Humboldt County, particularly AT&T,
8 Suddenlink, Comcast, and Frontier, to meet to investigate this issue and take steps to
9 resolve any false disconnected or not in service messages. The carriers should meet with
10 211 Eureka and the Hoopa tribe, the Eureka Chamber of Commerce, and other
11 organizations who spoke at the Eureka PPH to identify organizations and businesses that
report their phone giving a false disconnected or not in service message. The respondent
carriers shall be prepared to discuss the issue at the September 20, 2016 Call Completion
Workshop in Felton, California, and shall file and serve their report with the Commission
by September 23, 2016.

12 Ruling at Ruling Paragraph 1.

13 Frontier hereby responds to this directive as follows: Attached hereto, at Attachment A,
14 please find Frontier's report on its investigation and findings regarding a 2-1-1 call completion
15 issue in Humboldt County involving false disconnected or "not in service" messages. Frontier
16 believes the attached report fully satisfies the directives of Ruling Paragraph 1.

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Respectfully submitted,

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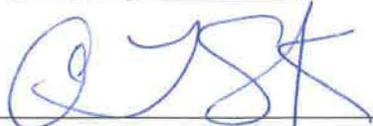
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By: 

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Ann L. Ten Eyck

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Attorneys for Frontier California Inc.
(U 1002 C)

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ATTACHMENT A

Report on 211 Investigation

As directed by the September 8th Ruling regarding 2-1-1 call completion concerns, Frontier performed the following regarding its investigation during the weeks of September 12th and September 19th after reviewing the transcripts from the Eureka PPH regarding 2-1-1 issues:

- Frontier participated in a conference call with SuddenLink and AT&T to discuss the 2-1-1 concerns and steps to respond to the Ruling.
- Frontier identified Jeannette Hurst as the Director of 2-1-1 Humboldt. She was not immediately available, but we talked to Alex Tooker, who works with Jeanette Hurst.
- Frontier connected with Jeanette Hurst from 2-1-1 Humboldt who described that her testimony at the PPH was to share some inability of callers to reach 2-1-1- Humboldt.
- Jeanette and Alex provided to Frontier a spreadsheet of numbers where callers were not able to reach 2-1-1 Humboldt with the three digits. Jeannette said she was not aware of any widespread problem beyond the numbers provided.
- Frontier reviewed the list of numbers shared by Humboldt 2-1-1 and determined none of the numbers belong to Frontier except the one residing in Hoopa.
- Frontier also talked with Karen Kyle of TANF, who was mentioned by Jeanette Hurst at the PPH. Karen shared that landline callers in the Hoopa area cannot reach 2-1-1 with just the three digits, but that wireless callers in the area can call 2-1-1 with the three digits. She said this was the case before April 1 and is the case now.
- Frontier's investigation, which included test calls, concludes that 2-1-1 calls from Frontier numbers in Hoopa are being completed accurately. Frontier did not experience any problems with Frontier's network regarding 2-1-1 calls.
- Frontier was able to determine that the PBX associated with the 2-1-1 calls not being completed is inaccurately programmed, thereby causing the reported problem. Frontier does not own the PBX nor is it responsible for the programming. Frontier contacted Karen Kyle to offer assistance in addressing the problem with the PBX.
- In conclusion, the reported problem was not due to Frontier, however, Frontier is working with the customer to help resolve the situation with the PBX.