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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) 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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October 4, 2016

1 Frontier California Inc. (U 1002 C) ("Frontier") provides its comments in response to the
2 Assigned Commissioner's Ruling issued September 8, 2016, which invited interested parties to
3 comment on a wide range of questions related to issues raised in workshops and Public
4 Participation Hearings ("PPHs"), including questions regarding Frontier's operations and
5 compliance with regulatory requirements.

6 On April 1, 2016, Frontier Communications Corporation acquired Verizon California Inc.
7 This Commission approved the transaction in Decision 15-12-005 in a proceeding that included 11
8 PPHs and extensive review by Commission staff, the Office of Ratepayer Advocates, and other
9 stakeholders. Frontier also entered into settlement agreements with ORA, TURN, California
10 Emerging Technology Fund, Communications Workers of America, Greenlining Institute, CalTel,
11 Cox, Joint Minority Parties, and Center for Accessible Technology. These parties supported
12 approval of the transaction, which this Commission ultimately found to be in the public interest.

13 To date, Frontier has complied fully with Decision 15-12-005, including all settlement
14 agreements approved as part of that Decision. And Frontier will continue to meet all its
15 commitments in that Decision, including its commitments to enhance service quality and improve
16 network performance. Moreover, Frontier will deploy broadband or augment current broadband
17 speeds to more than 800,000 households throughout California, as set forth in Decision 15-12-005.

18 Frontier also has worked diligently to address and resolve customer issues in connection
19 with the service cutover on April 1, and has responded to inquiries from the Legislature, local
20 officials, and this Commission. In addition, Frontier has appeared at town halls, city and county
21 meetings, legislative hearings, and at seven of the PPHs held thus far in this proceeding, and
22 appreciates the opportunity to participate in these events.

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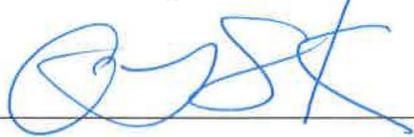
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1 In sum, Frontier is committed to providing safe and reliable service and prompt resolution
2 of customer service issues in compliance with all applicable laws, regulations, rules and orders of
3 this Commission, including Decision 15-12-005.

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7 Respectfully submitted,

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(U 1002 C)