

**PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON**

At a session of the PUBLIC SERVICE COMMISSION OF WEST VIRGINIA in the City of Charleston on the 3rd day of April 2020.

CASE NO. 18-0291-T-P

FRONTIER WEST VIRGINIA, INC., and CITIZENS TELECOMMUNICATIONS COMPANY OF WEST VIRGINIA, dba FRONTIER COMMUNICATIONS OF WEST VIRGINIA

Petition to initiate a general investigation into the current status of Frontier's copper network in West Virginia and the service quality problems related to the network.

COMMISSION ORDER

The Commission directs Frontier West Virginia, Inc., and Citizens Telecommunications Company of West Virginia, dba Frontier Communications of West Virginia (Frontier) to respond regarding protective treatment.

BACKGROUND

On August 30, 2018, the Commission initiated a focused management audit requiring Frontier, with the assistance of Commission Staff, to develop and file a proposed Request for Proposal (RFP) for a focused management audit.

On July 25, 2019, the Commission (i) selected Schumaker and Company, Inc. (Schumaker) to perform the focused management audit and (ii) directed that Schumaker and Frontier proceed with the focused management audit under the timetable in the Frontier RFP. The Commission also established the timeline for filings in this case. See also Commission Orders issued October 4, 2019, December 18, 2019 and January 15, 2020 revising timeline.

On March 18, 2020, Schumaker & Company filed the Focused Service Quality Management Audit Report (Report) under seal.

On March 25, 2020, Frontier filed a Motion for Protective Order and a redacted public version of the Report.

On April 3, 2020, Emily Allen filed a Freedom of Information Act (FOIA) request pursuant to the West Virginia Freedom of Information Act, W.Va. Code §§29B-1-1 et seq., requesting,

the full, unredacted focused management audit on Frontier West Virginia and Citizens Telecommunications Company of West Virginia, which the Public Service Commission received on March 18.

DISCUSSION

When a party requests that certain information be accorded confidential treatment, the Commission requires an unredacted version to be filed under seal and a public version of the information to be filed with as little information redacted as possible. The Commission also requires the party to file a Motion for Protective Treatment that provides legal arguments that the information is entitled to protection from public disclosure (Confidential Information) under the West Virginia FOIA statute.

In the event that a FOIA request or other similar request is made for disclosure of any of the Confidential Information provided pursuant to this practice, the Commission provides the disclosing party with prompt notice of such request, in sufficient time for the disclosing party to take steps to respond to the requested disclosure. Frontier may file a response to the FOIA request no later than close of business on Wednesday, April 8, 2020.

ORDER

IT IS THEREFORE ORDERED that Frontier may file a response to the FOIA request no later than noon Wednesday, April 8, 2020.

IT IS FURTHER ORDERED that the Executive Secretary of the Commission serve a copy of this Order by electronic service on all parties of record who have filed an e-service agreement, and by United States First Class Mail on all parties of record who have not filed an e-service agreement, and on Commission Staff by hand delivery.

A True Copy, Teste,



Connie Graley, Executive Secretary

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