

**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 17th 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 grants additional time for Frontier West Virginia, Inc., and Citizens Telecommunications Company of West Virginia, dba Frontier Communications of West Virginia, to file a response to the Focused Service Quality Management Audit Report.

BACKGROUND

On August 30, 2018, the Commission initiated a focused management audit requiring Frontier West Virginia, Inc., and Citizens Telecommunications Company of West Virginia, dba Frontier Communications of West Virginia (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 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 March 30, 2020, intervenor Communications Workers of America, AFL-CIO (CWA), filed a motion requesting leave to file responses to recent and future filings in this case. CWA also recommended that the Commission defer ruling on the motion for protective treatment until a request is made for public disclosure of the Report.

On March 31, 2020, Staff filed a response to the Frontier Motion for Protective Order. The Consumer Advocate Division (CAD) filed a letter on April 2, 2020 agreeing with the Staff response.

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

On April 3, 2020, the Commission issued an Order providing Frontier until April 8, 2020 to file a response to the FOIA request. Frontier filed its response as directed by the Commission.

On April 8, 2020, the Commission issued an Order allowing (i) parties to file a response to the Frontier Motion for Protective Order within ten days, (ii) parties to file a reply to the Frontier response to the FOIA request within ten days of the Frontier response, and (iii) parties to file comments regarding the Report and the Frontier response to the Report within twenty days following the Frontier response to the Report.

On April 16, 2020, Frontier filed a motion requesting an extension until April 30, 2020 to file its response to the Report. Frontier cited difficulties in filing its response in light of addressing COVID-19 and the recent filing by Frontier of a petition in the United States Bankruptcy Court for the Southern District of New York to restructure under Chapter 11 of the Bankruptcy Code.

DISCUSSION

For good cause submitted by Frontier, the Commission will grant the request to extend until April 30, 2020 the filing date for Frontier's response to the Report. As previously ordered, parties may file a reply to the Frontier response within twenty days thereafter.

The filing dates regarding protective treatment and the FOIA remain as established in the April 8, 2020 Order.

FINDING OF FACT

Frontier's response to the Report will be delayed by COVID-19 and its bankruptcy filing. April 16, 2020 Frontier motion.

CONCLUSION OF LAW

Additional time for Frontier to file its response to the Report is reasonable in consideration of the COVID-19 crisis and Frontier's recent bankruptcy filing.

ORDER

IT IS THEREFORE ORDERED that the motion of Frontier West Virginia, Inc., and Citizens Telecommunications Company of West Virginia, dba Frontier Communications of West Virginia filed April 16, 2020 is granted. Frontier shall file its response to the Report on or before 4:00 p.m. on April 30, 2020.

IT IS FURTHER ORDERED that all other filing dates in the April 8, 2020 Order remain as stated therein.

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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