

03:13 PM MAR 07 2022 EXEC SEC DIV

COMPLAINT

State of West Virginia  
Public Service Commission  
Charleston

Form No. 1

TYPE OR PRINT CLEARLY USING BLACK INK

Case no. 22-0275-T-C (leave blank)

Complainant  
(Mr./Mrs./Ms.) West Virginia Enhanced 9-1-1 Council (your name)

451 1st Ave Suite 101

Hinton, WV 25951

(YOUR FULL MAILING ADDRESS IF DIFFERENT FROM YOUR PHYSICAL ADDRESS)

(your county), your email: mtatum@ccerc911.org

vs.

Frontier - WV 1500 MacCorkle Ave. Charleston, WV 25314

defendant

The petition of the above named West Virginia Enhanced 9-1-1 Council (your name), complainant, respectfully shows:

1. That the above-named Frontier - WV 1500 MacCorkle Ave. Charleston, WV 25314 (name of defendant), is a public utility engaged in the business of 9-1-1 service to all of West Virginia (state the utility business of the defendant, i.e. gas, electric telephone, etc.) at 1500 MacCorkle Ave. Charleston, WV 25314 (their address), in the State of West Virginia, and as such is subject to the provisions of Chapter 24 (or 24A) of the Code of West Virginia, 1931, as amended, and the provisions thereof applicable to said class of public utilities.

2. That the said defendant has violated the laws of the State of West Virginia, governing said public utility business, in the following particulars, to-wit:

(a) Here state concisely the matters complained of: 9-1-1 Communications to several centers through out West Virginia have been totally or partially with out 9-1-1 service in the last several weeks. Especially March 3 - 6 2022 affccting Barbour, Brooke, Grant, Harrison/Taylor, Ohio, Marshall and Wetzel Counties.

(b) Here state the remedy you seek: To have Frontier Communications to correct the issues causing these issues through out West Virginia. Furnish the West Virginia 9-1-1 Council with a plan to correct those issues. Also a Map of all in service trunk lines for all PSAP's in West Virginia and the redundant paths.

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Wherefore, the complainant prays that the said defendant Frontier - WV 1500 MacCorle Ave Charleston, WV 25314 (defendant's name) be required to answer the charges herein above set out, and that, after due investigation, an order may be made commanding the said defendant to cease and desist from the wrongful conduct aforesaid, and for such other and further order as the Public Service Commission of West Virginia may deem necessary, reasonable and just in the premises.

[Prayer may ask for the ascertainment of lawful rates of practices, and an order requiring the defendant to conform thereto.]

Dated this 7th day of March, 2022

Signature of Complainant: \_\_\_\_\_

Your Full Mailing Address: 451 1st Ave Suite Hinton, WV 25951

\_\_\_\_\_  
(Phone) (304) 416-0724 (Fax) (304) 523-0320

Your Email: mtatum@ccerc911.org

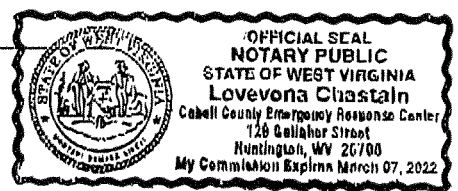
(If you have an attorney, his/her name): Michael D. Tatum

Attorney's address: \_\_\_\_\_

**THIS FORM MUST BE NOTARIZED**

Subscribed and sworn before me this 7th day of March, 2022

Loveona Claxstain  
(Official signature and official seal of notary)



[If Complainant is signing out-of-state, please use verification Form No. 12]

**Please Note:**  
It is extremely important to inform the PSC of any changes to your contact information and promptly retrieve Certified Mail upon notification of such.

**DO NOT WRITE ON BACK OF PAGES – attach an 8 1/2 x 11 sheet of paper**

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CABELL COUNTY E-911  
 129 GALLAHER ST  
 HUNTINGTON, WV 25705  
 PHONE: 304-526-8555  
 FAX: 304-523-0320

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FACSIMILE TRANSMITTAL SHEET

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TO: Karen Buckley Acting Executive Secretary	FROM: Michael G. Tatum /Assistant Director
COMPANY: West Virginia Public Service Commission	DATE: 3/7/2022
FAX NUMBER: 304-340-0325	TOTAL NO. OF PAGES INCLUDING COVER: 3
PHONE NUMBER: 800-344-5113	SENDER'S REFERENCE NUMBER:
RE: PSC Formal Complaint	YOUR REFERENCE NUMBER:

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URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

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Karen

I am faxing a copy of the formal PSC Complaint from the West Virginia 9-1-1 Council. I have also mailed it to you at the address listed below.

Public Service Commission of West Virginia  
 201 Brooks Street, P.O. Box 812  
 Charleston, West Virginia 25323

If you have any questions feel free to call me anytime.

Thanks

Michael G Tatum  
 Assistant Director  
 President of the WV 9-1-1 Council  
 Cabell County E-911  
 129 Gallaher St  
 Huntington, WV 25705  
 Phone: 304-526-8555  
 Fax: 304-523-0320  
 E-Mail: [mtatum@ccerc911.org](mailto:mtatum@ccerc911.org)

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