

**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 16th day of March 2022.

CASE NO. 22-0274-T-C

OHIO COUNTY 9-1-1,  
Wheeling, Ohio County,

Complainant,

CASE NO. 22-0275-T-C

WEST VIRGINIA ENHANCED 9-1-1 COUNCIL,  
Hinton, Summers County,

Complainant,

CASE NO. 22-0277-T-C

MARSHALL COUNTY 9-1-1,  
Moundsville, Marshall County,

Complainant,

CASE NO. 22-0278-T-C

BROOKE COUNTY 9-1-1,  
Wellsburg, Brooke County,

Complainant,

v.

FRONTIER WEST VIRGINIA INC.,  
a public utility,

Defendant.

**COMMISSION ORDER**

The Commission (i) consolidates Case Nos. 22-0274-T-C, 22-0275-T-C, 22-0277-T-C, and 22-0278-T-C, and (ii) schedules a preliminary hearing.

## BACKGROUND

On March 7, 2022, the Ohio County 9-1-1 (Ohio County) filed a Complaint against Frontier Communications (Frontier) alleging that wireless 9-1-1 service was interrupted on March 4, 2022, beginning at 0252 hours through 0449 hours, and again on March 5, 2022, beginning at 1605 hours through March 6, 2022, at approximately 0449 hours. Ohio County requested that Frontier provide immediate notification to the 9-1-1 center and its Director and immediately re-route any 9-1-1 trunks down through Frontier tandems to the 9-1-1 center's 10-digit telephone lines. Ohio County also requested that Frontier line personnel immediately begin working to repair the cause of the interruption and provide a map of all in-service trunk lines in Ohio County.

On March 7, 2022, the West Virginia Enhanced 9-1-1 Council (Council) filed a Complaint against Frontier alleging that communications to several 9-1-1 centers throughout West Virginia were totally or partially without service during the several weeks before the Council's Complaint. The Council pointed especially to March 3-6, 2022, when Barbour, Brooke, Grant, Harrison, Taylor, Ohio, Marshall, and Wetzel counties all experienced communication interruptions. The Council requested that Frontier correct the issues that are creating the communication interruption, furnish the Council with a plan to correct the communication issues, and provide the Council with a map of all service trunk lines for all PSAPs in West Virginia together with the redundant paths.

On March 8, 2022, the Marshall County 9-1-1 (Marshall County) filed a Complaint against Frontier alleging that wireless 9-1-1 service was interrupted on March 4, 2022, beginning at 0252 hours through 0449 hours, and again on March 5, 2022, beginning at 1600 hours through March 6, 2022, at 2130 hours. Marshall County requested that Frontier provide immediate notification to the 9-1-1 center and its Director and immediately re-route any 9-1-1 trunks down through Frontier tandems to the 9-1-1 center's 10-digit telephone lines. Marshall County also requested that Frontier line personnel immediately begin working to repair the cause of the interruption and provide a map of all in-service trunk lines in Marshall County.

On March 8, 2022, the Brooke County 9-1-1 (Brooke County) filed a Complaint against Frontier alleging that on March 5, 2022, at approximately 1651 hours, Brooke County received a text message from the Ohio County 9-1-1 Director suggesting that Brooke County check its wireless lines. Upon checking, Brooke County discovered that the lines were down and not functioning. Brooke County asserted that it was not contacted by Frontier via email or telephone call to alert it of the service interruption. Brooke County further asserted that the lines were down for approximately twenty hours and communications were restored on March 6, 2022. Brooke County stated that it was later updated via email by Frontier after speaking with a representative. Brooke County requested that Frontier provide immediate notification to the 9-1-1 center and its Director

and immediately re-route any 9-1-1 trunks down through Frontier tandems to the 9-1-1 center's 10-digit telephone lines. Brooke County also requested that Frontier line personnel immediately begin working to repair the cause of the interruption and provide a map of all in-service trunk lines in Brooke County.

### **DISCUSSION**

#### **Consolidation**

The Commission may order two or more proceedings involving a similar question of law or fact to be consolidated for hearing where the rights of the parties or the public interest will not be prejudiced by such procedure. Procedural Rule 12.12. The facts and issues raised in Case Nos. 22-0274-T-C (Ohio County 9-1-1), 22-0275-T-C (West Virginia Enhanced 9-1-1 Council), 22-0277-T-C (Marshall County 9-1-1), and 22-0278-T-C (Brooke County 9-1-1) are substantially similar and the remedy sought is substantially the same. It is reasonable, therefore, to consolidate the four complaints into one proceeding.

#### **Preliminary Hearing**

The Commission will hold a preliminary hearing on April 8, 2022, at 9:30 a.m., in the Howard M. Cunningham Hearing Room, Public Service Commission Building, 201 Brooks Street, Charleston, West Virginia.

### **FINDING OF FACT**

Case Nos. 22-0274-T-C, 22-0275-T-C, 22-0277-T-C, and 22-0278-T-C all include substantially similar facts and issues.

### **CONCLUSIONS OF LAW**

1. Case Nos. 22-0274-T-C, 22-0275-T-C, 22-0277-T-C, and 22-0278-T-C should be consolidated because the four cases involve similar questions of law and fact, and consolidation will not prejudice the public interest or rights of the parties. Procedural Rule 12.12.

2. A preliminary hearing should be held to determine further proceedings necessary to resolve the Cases.

### **ORDER**

IT IS THEREFORE ORDERED that the Case Nos. 22-0274-T-C, 22-0275-T-C, 22-0277-T-C, and 22-0278-T-C are consolidated.

IT IS FURTHER ORDERED that a preliminary hearing is scheduled for April 8, 2022, at 9:30 a.m., in the Howard M. Cunningham Hearing Room, Public Service Commission Building, 201 Brooks Street, Charleston, West Virginia.

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,

A handwritten signature in cursive script that reads "Karen Buckley".

Karen Buckley, Acting Executive Secretary

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