



Mr. Mark L. Johnson
Executive Director & Secretary
Washington Utilities & Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

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Subject: DOCKET NO. UT-190574 - FRONTIER COMMUNICATIONS NORTHWEST INC. – SETTLEMENT COMPLIANCE FOLLOW UP CONVERSATION

Dear Mr. Johnson:

On May 26, 2020, Frontier, Jessica Epley from Ziplly Fiber, Sarah Laycock, and Tim Zawislak participated in a conference call to discuss the performance metrics for February through April 2020 filed by Frontier on May 5, 2020. At the request of Ms. Laycock and Mr. Zawislak, Frontier is providing the below recap of the points of discussion.

Frontier confirmed that the COVID-19 pandemic negatively impacted Business/Residence/Repair office answer performance. Specifically, the unplanned but necessary transition of staff to a remote work environment posed discrete challenges, including but not limited to, equipping personnel with secure computers that could be transported home, establishing required security credentials to permit secure vpn access to Frontier’s network, and a higher than typical percent of employees calling in absent. These factors impacted the filed results.

Frontier further clarified that the trouble report rate for the Bridgeport wire center, as a small wire center with fewer than 250 access lines, is highly impacted by small fluctuations in the number of trouble reports. In March, 4 of 13 troubles tickets were due to a 3rd party cable cut. In April, 3 of 11 trouble tickets were due to a common cause/equipment malfunction.

Sincerely,

Allison M. Ellis
Senior Vice President, Regulatory
Frontier Communications Corporation