

Exhibit No. ____ (JL-19)
Docket UT-121994
Witness: Jing Liu

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**In the Matter of Frontier
Communications Northwest, Inc.'s
Petition to be Regulated as a Competitive
Telecommunications Company Pursuant
to RCW 80.26.320**

DOCKET UT-121994

**EXHIBIT TO
TESTIMONY OF**

Jing Liu

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*Frontier Customer Comments Received by the Commission
Alleging a Lack of Alternatives*

April 25, 2013

Public Comments by Case

Filing Support	Commenter	Source	Comments
No	Michelle McBeath 14114 NE 27th St. Bellevue 98007	Mail	<p>Customer letter saved as attachment</p> <p>Customer is opposed to Frontiers petition. Says Frontier is the only landline choice for the areas it serves.</p> <p>Customer does not consider cellular, VoIP or broadband services to be adequate substitutes for landline service.</p> <p>Customer lists examples of how Frontier provides poor service, and says, "Should you release them from UTC oversight, I doubt the quality of their service would improve."</p> <p>Customer is very concerned about Frontier becoming a competitive company. Says customer service is the worst she has ever experienced. Not many alternatives for service in Edmonds. Charges are already high for someone living on Social Security. Worried about costs to seniors.</p>
	Karin F Gilmore 533 4th Ave S, Apt 4 Edmonds 98020	Mail	<p>Docket UT-121994: Frontier informed their customers of their proposal in the fine print on the back of their bills. I am vehemently opposed to it. They state their case for being in a competitive market. However, from the perspective of their customers, they are a monopoly, and have behaved as such since they bought out Verizon. We have no choice of land-line phone carrier. We have no choice of internet provider. And as long as we have no land-line choice, we have no options for access to other services. We are locked. They have no competition and have been completely inflexible. For most of a year, with every statement, they tacked on extra charges that were erroneous, with an initial refusal to correct every one of them. Until we have the option of</p>
	J. L. McGourty 20118 59th Ave SE Snohomish 98296	Web	

	<p>Glen and Sandra Scalf 6109 157th Ave SE Snohomish 98290</p>	<p>Mail</p>	<p>choosing another carrier, this proposal should not be allowed. Thank you. Customer letter save as attachment. Customer says there is not competition in the area where they live. Not in favor of the company's proposal.</p>
	<p>Rita A. Miller Palouse 99161</p>	<p>Web</p>	<p>In regards to Frontier Communications' request to be classified a "Competitive Telecommunications Company" Docket UT-121994 As I understand it, their basic claim is that we (customers in my area of Eastern Wa.) have "reasonably available alternatives". Unfortunately that is not the case in my area. Frontier is the only available basic carrier. I strongly urge you to maintain Frontier Communications' status as a more closely-regulated, non-competitive communications company. Thank you for your time and consideration. Rita A. Miller</p>

March 18, 2013

Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

Re: Docket # UT-121994

Dear WUTC Commission,

I write in opposition to granting Frontier Communications Northwest Inc Competitive Classification, thus releasing them from your Commission's oversight. In contrast to their claims that its customers are not a captive customer base, they are the only land line telephone choice available to residents in the areas of Washington they serve.

As it stands now, their billing and handling of payments leaves much to be desired in comparison to the company they bought out. Should you release them from WUTC oversight, I doubt the quality of their service will improve.

Since they switched to their billing system, nowhere on my bill does it list the actual phone services or numbers of lines I have, let alone what charges might attach to which phone lines. There is no explanation nor break out of charges; if I didn't know exactly what services I had under Verizon Northwest and the total cost of them and the various federal fees, I would be at a loss to know which services I am billed for. This information has been clearly stated on every phone company bill I have received in my adult life, in three different large metropolitan areas of the United States.

Frontier consistently does not cash checks for over two calendar weeks after the date I send them. Payments go to Rochester, New York. The USPS does not take two weeks to deliver mail from Seattle to Rochester; this I know for a fact since I have relatives in Rochester. Clearly, they are either holding checks or they are very slow to open and process their mail. I am aware of local residents who have been charged late fees because of their slow processing. If I don't turn my bill around the day it arrives, it is virtually impossible to meet the due date deadline.

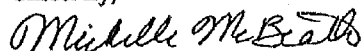
Their notice of their request to you tells their customers to mail, fax or email comments to the WUTC without specifically giving the address, fax number or email address to send said comments to. While the postal address is the same address as the one they give for "questions about the competitive classification process," that is not the case for the email address nor did they provide the WUTC web address. This fits with the general poor quality of communication outlined above in their billing practices.

I do not equate phone service from a cellular, broadband or VoIP carriers with a traditional land line. In the event of downed lines, as happened in in 2006 here in the Seattle area, my land line was the only consistent phone service I could rely upon.

Additionally, the practices of the competitive class Frontier wishes to join are notoriously consumer unfriendly. For those who rely on the tried and true land line as their only source of communication, this change in status would have negative consequences.

I urge you to maintain Frontier's status as a regulated utility for the above reasons.

Sincerely,



Michelle McBeath
14114 NE 27th St.
Bellevue, WA 98007

2013 MAR 20 AM 10:55
COMMUNICATIONS
SERVICES
UTILITY
REGULATORY
COMMISSION

2/20/2013

Secretary, Wash. Utilities &
Transportation Commission
P.O. Box 42750
Olympia, Wa 98504

RECEIVED

FEB 21 2013

Re: Frontier Communications
Competitive Telecommunications Co.

WASH. UT. & TP COMM

The enclosed customer information regarding
the above and enclosed worries I've deeply.

Frontier has the absolute worst customer service
I ever experienced and with passing of the
new measures will get rewarded. In the
City of Edmonds there are not many alternatives
to choose from for phone service. Their charges
are already very significant for basic landline
service for someone living on Social Security.

I hope you will seriously consider the extra
costs senior citizens will have to carry
as everyone else struggling to make a living.
Thank you for listening.

Sincerely,
Karin Gilmore

- 533 4th Ave S # 4
Edmonds, Wa 98020

19

RECEIVED
MAR 13 2013
WASH. UT. & TP COMM

March 7, 2013

Dear Secretary:

In regards to the matter of Docket UT 121994 about Frontier Communications filing for a competitive classification as a telecommunications company, I have grave problems with such a change.

1. There is no other provider in this area.
2. I know that if they provide service along with other providers in the general area and the other providers do not, it still counts as being competitive.
3. It is not competitive if I have no other choice plain and simple.
4. In so doing they may charge whatever they so desire without redress.
5. The WUTC is charged with protecting the public from price gouging in a non-competitive market.
6. In addition I have been without usable internet service for 26 days already this year while they supposedly updated their lines.

I would ask that you consider this matter of competitive competition in the area of Snohomish Washington and deny the request of Frontier Communications.

Thank you for taking the time to read and consider my request.

Respectfully,

Glen and Sandra Scalf

6109 157th Ave. S.E.

Snohomish Wa. 98290-9338

(360) 568-4606

2013 MAR 13 AM 8:02
STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMUNICATIONS DIVISION