

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

STATE OF WASHINGTON
OFFICE OF THE
ATTORNEY GENERAL
2013 MAR 20 AM 10:56
RECEIVED
COMMUNICATIONS

2/20/2013

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

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FEB 21 2013

Re: Frontier Communications
Competitive Telecommunications Co.

WASH. UT. & TP. COMM

The enclosed customer information regarding
the above and enclosed worries me 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
were 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,
Kathy Gilmore

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

IMPORTANT CUSTOMER INFORMATION

If your bill shows a Previous amount, Current Charges remain due by the Date Due shown. All of your bill charges must be paid each month to keep your account current and avoid collection activities, including a notice of possible disconnection of service. To avoid disconnection of local service, the Previous Basic Charges should be paid immediately.

Description	Current	Previous
* Basic Charges	\$28.38	\$0.00
Access Recovery C	\$0.64	\$0.00
Federal Subscriber	\$8.27	\$0.00
Residence Line -U	\$18.52	\$0.00
Washington Local	\$0.70	\$0.00
Washington State	\$0.25	\$0.00
Optional Services	\$0.32	\$0.00
Total	\$28.70	\$0.00

Frontier Communications Northwest Inc. Files for Competitive Classification Frontier Communications Northwest Inc. ("Frontier") has asked the Washington Utilities and Transportation Commission ("WUTC") to classify it as a "Competitive Telecommunications Company". A telecommunications carrier and the services it provides can be classified as competitive when customers have reasonably available alternatives and the company does not have a significant captive customer base. Frontier's request recognizes the highly competitive communications market in which it operates and, if granted, would provide the Company greater pricing and service flexibility. The Company does not propose any rate change in the initial filing and, if approved, it could change the rates, terms, and conditions of its services without the Commission's approval. The proposed effective date is May 1, 2013. If you have questions or would like more information, you can write Frontier Government Affairs at 1800 41st Street, Everett, WA 98201, call 425-261-6380, or visit www.Frontier.com/wacompetition. For questions about the competitive classification process, contact the Washington Utilities and Transportation Commission at the following address: Secretary, Washington Utilities & Transportation Commission, P.O. Box 47250, Olympia, Washington 98504-7250 or call 1-800-562-6150 (toll free) or fax 1-360-586-1150 or by email at: Records@utc.wa.gov. If you would like to comment to the WUTC on this proposal, in Docket UT-121994, it is important for you to do so now. Comments to the WUTC must be mailed, faxed, submitted by e-mail or presented at the WUTC's Open Meeting to be considered part of the formal record. The WUTC encourages your written comments, either in favor or opposition, and has final authority regarding this proposal. All Open Meetings are held in Olympia. If you would like to be added to the WUTC's mailing list to be notified of scheduling updates to this proceeding, please call the WUTC's toll-free number listed above and leave your name and complete mailing address.

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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

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2013 MAR 13 AM 8:02
STATE OF WASH.
UTIL. AND TRAFF.
COMMISSION