



CITY OF CERRITOSSM

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May 4, 2016

OFFICE OF THE MAYOR
GEORGE RAY

Michael Picker
President
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Picker:

On December 9, 2015, Verizon and Frontier Communications sent a letter to the City of Cerritos announcing that Frontier Communications was acquiring the landline telephone and cable television operations of Verizon in California. The letter stated: "Recently, the California Public Utilities Commission approved the transaction, which represents the final governmental approval required for Frontier and Verizon to proceed with the transaction." The letter also noted: "We are committed to ensure a seamless transition from Verizon to Frontier to continue providing customers with the highest quality in voice, data, and video services."

As the California Public Utilities Commission (CPUC) approved the transaction, I am writing to inform you that Frontier has failed miserably in its putative attempts to deliver on its promise to provide customers with the "highest quality services." Dozens of Cerritos residents have informed the City that they are experiencing significant outages in their Frontier services. The issues have affected telephone, Internet and/or television services, with some customers without service for as long as 30 days. The Cerritos Frontier customers have also reported that when they call Frontier for assistance, they have been placed on hold for hours at a time. In a few instances, residents have taken time off work for scheduled Frontier service and a Frontier representative never arrived for the appointment, and did not provide the courtesy of a phone call to indicate the appointment was canceled. City staff has e-mailed each resident's complaint to Frontier and the company's representatives have sometimes responded that "No estimated time of repair is available at this time."

The Frontier service outages and the company's inadequate customer service response have been a source of tremendous inconvenience and frustration for Cerritos residents. The City of Cerritos would like the CPUC to take action and require Frontier to resolve the myriad service issues that are afflicting Cerritos residents.

Sincerely,

George Ray
MAYOR

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cc Edmund G. Brown, Governor of the State of California
Mike Florio, Commissioner, California Public Utilities Commission
Carla J. Peterman, Commissioner, California Public Utilities Commission
Liane M. Randolph, Commissioner, California Public Utilities Commission
Catherine J.K. Sandoval, Commissioner, California Public Utilities Commission