



CITY OF CERRITOSSM

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May 4, 2016

OFFICE OF THE MAYOR
GEORGE RAY

Tom Wheeler, Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Wheeler:

On September 2, 2015, the Federal Communications Commission (FCC) issued a Memorandum and Opinion Order approving WC Docket No. 15, Applications Filed by Frontier Communications Corporation and Verizon Communications Inc. for the Partial Assignment or Transfer of Control of Certain Assets in California, Florida, and Texas. The FCC's memorandum stated: "As discussed above, based on our careful review of the record, we find that the transaction is unlikely to result in any significant public interest harms. We also find that the proposed transaction is likely to result in public interest benefits of increased investment in local networks facilities and broadband services in the transferring service territories and some cost savings. Accordingly, we conclude that granting the Applications serves the public interest."

On behalf of the City of Cerritos, I am writing to inform the FCC that the transaction has in fact resulted in numerous significant public harms and has not served the public interest. 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 significant outages of critical services provided by Frontier, 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 FCC 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 Mignon Clyburn, Commissioner, Federal Communications Commission
Jessica Rosenworcel, Commissioner, Federal Communications Commission
Ajit Pai, Commissioner, Federal Communications Commission
Michael O'Rielly, Commissioner, Federal Communications Commission