



CITY OF CERRITOSSM

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OFFICE OF THE MAYOR
GEORGE RAY

April 14, 2016

Daniel J. McCarthy
President and Chief Executive Officer
Frontier Communications
401 Merritt 7
Norwalk, CT 06851

Dear Mr. McCarthy:

The City of Cerritos has received complaints from more than one dozen Cerritos residents over the past three days regarding persistent Frontier FiOS service outages. Cerritos residents have informed the City that their FiOS telephone, Internet and/or television services have been out for four or more 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 one response sent to the City by Frontier indicated the problem "is part of an area outage. Frontier is aware of the problem and is working to resolve it as soon as possible. No estimated time of repair is available at this time."

The FiOS service outages and Frontier's inadequate customer service response have been a source of tremendous inconvenience and frustration for Cerritos residents. I would like to express the City of Cerritos' strong interest in the prompt attention of Frontier's senior management to resolving the service issues in our community.

Sincerely,

George Ray
MAYOR