



Settlement Agreement Summary for 24-01-15RE01 - PURA Consideration of Civil Penalty and Enforcement Action Against The Southern New England Telephone Company d/b/a Frontier Communications After Investigation of Quality of Service Standard Performance

On November 8, 2024 the Office of Consumer Counsel (OCC) entered into a Settlement Agreement with the Southern New England Telephone Company (SNET) d/b/a Frontier Communications to address the Notice of Violation and penalty the Public Utilities Regulatory Authority (PURA) assessed against Frontier for its repeated failures to meet state quality of service standards and performance filing requirements. Terms of the Settlement direct the penalty to Frontier's affected customers, both retrospectively and prospectively, and ensure that customers will receive better quality of service moving forward. This Settlement Agreement will be binding on SNET and/or any successor who acquires SNET.

Retrospective Credits:

The Settlement Agreement provides \$860,000 in bill credits to Frontier's customers impacted by missed appointments and/or service outages lasting 48 hours or more going back two (2) years for the period January 1, 2023 through December 31, 2024 ("Retrospective Period"). For the Retrospective Period, Frontier will issue a minimum credit of \$70 for *each* separate missed appointment. For the Retrospective Period, consumers who reported service outages will receive \$10.00/day for *each* reported out of service period lasting 48 hours or more.

Additionally, Frontier will review service tickets pertaining to missed appointments and service outages for the Retrospective Period and apply additional credits to customers in order to fulfill the \$860,000 aggregate credit. These additional credits will be issued on an equitable basis based on specific customer circumstances and facts associated with the missed appointment(s) and/or outages, including the following factors: (i) delays in restoring service outages; (ii) delays in rescheduling repair appointment; (iii) circumstances known to Frontier related to the customer such as age, medical issues, number of times customer called, etc., and (iv) number of outages and missed appointment incidents that impacted the Customer.

If a customer who is eligible for the credits described above but for some reason was not found in Frontier's tracking system provides reasonable information to Frontier about eligibility, Frontier will review such information and determine whether a credit is appropriate.

Frontier will issue these credits by the later of 60 days after the approval of this Settlement or February 28, 2025 and will submit a confidential report to PURA and OCC identifying, by customer, the credits applied for the Retrospective Period.

Prospective Credits:

The Settlement Agreement provides for *automatic* bill credits for missed maintenance appointment and 48+ hour service outage occurrences for the three (3) year period January 1, 2025 through December 31, 2027 ("Prospective Period"). For the Prospective Period, Frontier will issue a minimum credit of \$10.00/day for each reported service outage of a duration of 48 hours or more

and \$70.00 for each missed maintenance appointment.

For the Prospective Period, Frontier will review all customer complaints or inquires that they should have received a credit under this Settlement Agreement and include the number of such complaints/inquiries with a summary of their disposition in the quarterly compliance report.

Prospective Reporting Requirements:

During the Prospective Period, Frontier will include in its semi-annual service quality reports the following detail:

- a) With respect to any regions in which Frontier fails to meet the applicable out of service or missed maintenance appointment standard, Frontier will summarize work done within each non-compliant region to improve service quality;
- b) Expenditures on a wire center basis, including copper replaced/fiber deployed, and equipment upgraded.