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JAMES L. SEWARD

SENATOR, 51ST DISTRICT

**CHAIRMAN, MAJORITY PROGRAM
DEVELOPMENT COMMITTEE**

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January 14, 2019

Mr. Daniel J. McCarthy
President & CEO
Frontier Communications
401 Merritt 7
Norwalk, Connecticut 06851

Dear Mr. McCarthy,

Over the past month, I have heard several complaints from my constituents regarding the unreliable telephone service provided by Frontier Communications in the western Otsego County region. I have contacted your representatives, but the problem persists.

Consistently poor services in regions of Frontier threatens emergency response and risks lives.

It is not acceptable. Not to me. Not to my constituents. Not to your customers.

The problem is not isolated, and transcends town lines within my district. Constituents have relayed their frustration of being without service for many days, with little to no assistance or explanation from your company. I hope their monthly bills reflect the periods of time they have lacked for service.

In our rural upstate communities where cellular telephone services are severely limited, functional and dependable landline service is a necessity, not only as a matter of convenience, but of safety, first and foremost. Emergency response in these areas often hinges on the availability of reliable telephone service.




Frontier needs to take this far more seriously than you have and solve the problem. Surely, something can and should be done to remedy the situation and remove the danger associated with this lack of connectivity. And it must be done now.

I appreciate your attention and review of this matter, and await your prompt response.

With best wishes, I remain

Sincerely yours,



JAMES L. SEWARD
State Senator

JLS:dd:cs

Cc: Mr. Jan VanDeCarr
Hon. John B. Rhodes, Chairman, PSC