

□ 430 CAPITOL
ALBANY, NEW YORK 12247
(518) 455-3131

□ 41 S MAIN STREET
ONEONTA, NEW YORK 13820
(607) 432-5524

E-MAIL
SEWARD@NYSENATE.GOV

WEBSITE
SEWARD.NYSENATE.GOV

**THE SENATE
STATE OF NEW YORK**



JAMES L. SEWARD
SENATOR, 51ST DISTRICT

**CHAIRMAN, MAJORITY PROGRAM
DEVELOPMENT COMMITTEE**

CHAIRMAN
INSURANCE COMMITTEE

COMMITTEES
RULES
FINANCE
EDUCATION
HIGHER EDUCATION
AGRICULTURE
HEALTH
MENTAL HEALTH

January 14, 2019

Hon. John B. Rhodes, Chair
New York State Department of Public Service
3 Empire State Plaza
Albany, New York 12223-1350

Dear Chairman Rhodes,

I write with concern relative to the inadequate service provided by Frontier Communications to its customers in areas of my district. Failures and outages threaten emergency response and people's lives.

My constituents in a number of towns in western Otsego County have been inconvenienced by the unreliable and unsatisfactory landline telephone service from Frontier Communications. For many of them, no alternative exists for telephone service. None. Cellular service is unavailable. They receive no credit on their bills for the periods of time their landline service is nonfunctional. They are also receiving little or no effective response from Frontier.

Further, I understand that some of my constituents have contacted the PSC to express concern and have not received responses. Lack of responsiveness by both Frontier and the PSC to my constituents is unacceptable.

Dependable and functional landline service is a necessity in many of our rural upstate communities where cell phone service is limited. Reliable landline service is not only a matter of convenience, but of safety. Customers should not be without the ability to call for emergency assistance if the need arises, and that is happening now. Something must be done to remedy the situation. And it must be done now.

I ask you to move this issue to your priority list and take immediate action to secure Frontier's full attention and cooperation, and most important, action.

With best wishes, I remain

Sincerely yours,


JAMES L. SEWARD
State Senator

JLS:dd:cs

