

United States Senate

WASHINGTON, DC 20510

January 3, 2020

Mr. Bradley Hanson
156 South Franklin Street
Mondovi, Wisconsin 54755

Dear Mr. Hanson:

Thank you for contacting my office regarding your concerns with the Federal Communications Commission (FCC). I appreciate hearing from you and value the opportunity to be of assistance.

Since I last contacted you, the FCC has supplied the enclosed letter to my office. I trust this information is helpful. Should you have any further questions or concerns, please do not hesitate to contact Mike Helbick in my Milwaukee Senate office directly at 414-297-4451. Thank you again for contacting me. I am happy to be able to help you in this way.

Sincerely,



Tammy Baldwin
United States Senator

TB:mh
Encl.





Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

CGB

Control No. 19-658/tsm

The Honorable Tammy Baldwin
United States Senate
Attn: Mike Helbick
633 West Wisconsin Avenue, Suite 1920
Milwaukee, WI 53203

Dear Senator Baldwin:

Thank you for your letter regarding your constituent, Mr. Bradley J. Hanson – City Administrator for Mondovi, WI – and the city’s reported difficulties with Frontier Communications. On September 26, 2019, the FCC’s Consumer and Governmental Affairs Bureau directed Frontier Communications to provide us with a written response to Mr. Hanson’s concerns, and to send its response to him. Enclosed is the response that we received from Frontier Communications. Based on the information provided, we believe that the company has responded to Mr. Hanson’s concerns regarding number porting. However, the company did not address two other issues that were raised by Mr. Hanson:

- 1) Frontier’s call completion/911 issues; and
- 2) the lack of broadband deployment in Frontier’s relevant service territory.

We referred Mr. Hanson’s concerns regarding the call completion/911 issues for a separate review by the FCC’s Public Safety and Homeland Security Bureau (PSHSB). PSHSB staff spoke with Mr. Hanson and he explained that there have not been call completion problems in the past few months. The team also spoke with Mr. Bruce Fuerbringer, the head of the Buffalo County PSAP, who stated that there have been no issues receiving 911 calls in the last few years.

We referred Mr. Hanson’s concerns regarding the lack of broadband deployment to the FCC’s Wireline Competition Bureau (WCB) for its own review. WCB staff explained that, in 2015, Frontier accepted \$30,983,715 per year in federal Universal Service Fund money to deploy 10/1 Mbps or better to 76,735 locations throughout Wisconsin. At the time, Frontier accepted such support in Wisconsin, the FCC’s cost model had identified 400 locations within Frontier’s territory in Buffalo County that were eligible. However, FCC rules allowed Frontier to identify by December 31, 2015, two percent of their total eligible locations in a state the carrier did not intend to serve, which included the City of Mondovi and Buffalo County. Therefore, it does not appear that Frontier has any federal USF broadband deployment obligations in the City of Mondovi or in Buffalo County.

As a result, the FCC does not contemplate any further action regarding this referral. If Frontier Communications’ resolution of Mr. Hanson’s concerns, as set forth in its enclosed response and the FCC’s subsequent review, is not satisfactory to him, he may want to contact the company directly to see if he and the company can arrive at a resolution which is more acceptable to him.

We appreciate your letter. Please contact this office if you have further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory V. Haledjian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gregory V. Haledjian
Office of the Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission

Enclosure