

United States Senate

WASHINGTON, DC 20510

February 4, 2020

Mr. Timothy Strachan
Director, Office of Legislative Affairs
Federal Communications Commission
445 Twelfth Street, S.W., Room 8-C453
Washington, D.C. 20554

Dear Mr. Strachan:

I am writing again to bring to your attention ongoing complaints and concerns I have received from constituents and municipal leaders involving Frontier Communications phone and internet service provided in Wisconsin. I previously placed an inquiry with your office dated September 10, 2019 regarding concerns for service outages and the lack of some residents ability to contact 911 via their phone service provided by Frontier Communications. My office received responses from your office in letters received October 10, 2019 and December 23, 2019. Thank you for your attention to this matter.

Regretfully, my office continues to be contacted by constituents who have ongoing complaint and concern for service outages, including a lack of ability to complete calls to 911 and rely on the Life Alert system. According to the Wisconsin Department of Agriculture, Trade and Consumer Protection, it has fielded these concerns from across the state. Unfortunately, failure to connect with 911 has reportedly already occurred during life-threatening situations, such as the choking of a five-year-old child, and the collapsing of a shed on a gentleman during a heavy snow storm. Residents are rightly fearful that this lack of ability to communicate to 911 in moments of emergency may eventually result in loss of life. Further, according to local media reporting of January 30, 2020, these concerns are widespread, and multiple Wisconsin residents feel that this is a "matter of life and death."

I would appreciate the ongoing assistance of your office in assuring that Frontier Communications is fully meeting their 911 service obligations and providing appropriate telephone and internet service to its customers in Wisconsin. I would value being informed as to how many complaints the FCC has received regarding Frontier Communications in the State of Wisconsin since January 2019 and, in particular, how many of these complaints referenced a fear of being able to contact 911 or to use their Life Alert system in the case of emergency. Further, please advise as to the steps that the FCC has taken to address these concerns with Frontier Communications. Any information you can share regarding these concerns will be greatly appreciated.

Please forward your response to Mike Helbick in my Milwaukee Senate office via email (Mike_Helbick@baldwin.senate.gov), fax (414-297-4455), or regular mail:

US Sen. Tammy Baldwin
ATTN: Mike Helbick
633 West Wisconsin Ave., Suite 1920
Milwaukee, WI 53203

Should you have any questions or concerns, please do not hesitate to contact Mike directly at 414-297-4451. Thank you for your time and attention in this matter.

Sincerely,

A handwritten signature in black ink, reading "Tammy Baldwin". The signature is written in a cursive, flowing style with a large initial "T".

Tammy Baldwin
United States Senator

TB:mh