

# United States Senate

WASHINGTON, DC 20510  
February 7, 2020

Bernie Han  
President and Chief Executive Officer  
Frontier Communications Corporation  
401 Merritt 7  
Norwalk, CT 06851

Dear Mr. Han,

I write to bring to your attention ongoing complaints and concerns I have received from constituents and municipal leaders regarding your company's services in Wisconsin. Most troubling are reports of a lack of ability to complete calls to 911 emergency services and rely on medical alert services, including specific reports of life-threatening situations in which a 911 call could not be completed. I have also been in touch with the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP), which reports having heard similar concerns from individuals across the state.

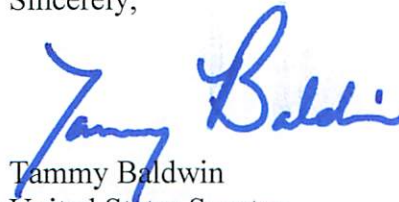
A recent analysis of complaints to the DATCP in 2018 and 2019, conducted by a Wisconsin television news station, found that individuals waited an average of more than three weeks for Frontier to restore landline service after an outage. A number of those filing complaints reported residing in areas without reliable wireless service, leaving them without alternative communication options. I am particularly concerned that many of the affected individuals were elderly and reported medical concerns.

I am confident you share my view that public safety is of the utmost importance and that each of your customers must have ready access to the 911 system. The fact that many individuals in my home state are reporting significant periods without that access is unacceptable.

I respectfully request that you promptly provide detailed information regarding the steps Frontier is taking to ensure my constituents have reliable access to telecommunications services, including the ability to access emergency assistance.

Thank you for your attention to this critical matter. My office is ready to assist you in any way in ensuring that your Wisconsin customers are able to get the help they need in an emergency.

Sincerely,



Tammy Baldwin  
United States Senator