

TELECOMMUNICATIONS DIVISION STAFF REPORT

John T. Redmond :
-vs- : Docket 11-0788
Frontier North Inc. :

On December 20, 2011, John T. Redmond of Kewanee, Illinois filed a formal complaint against Frontier North Inc. regarding service issues.

Frontier North Inc. ("Company") requested that Illinois Commerce Commission ("ICC") Telecommunications Division Engineering Staff ("Staff") perform an Outside Plant ("OSP") Inspection at the residence of Mr. Redmond ("customer" or "subscriber") located at 1325 Rockwell St., Kewanee, Illinois. The purpose of the OSP was to determine if the Company is in compliance with the quality of service standards set forth in 83 Ill. Adm. Code Part 730, Standards of Service for Local Exchange Telecommunications Carriers.

The testing inspection took place on February 23, 2012. The following people were present for the testing and inspection:

ICC Staff:

Kathy Stewart, Engineering Analyst IV
Russell Murray, Engineering Analyst IV
Harold 'Bud' Green, Chief Telephone Engineer

Frontier Communications:

Karen Boswell, Regulatory
Kim Zugmaier, General Manager, Northwestern/Central IL

Jeffrey T. Scott, Local Manager

Michael S. Hall, Technician

Subscriber:

Mr. John Redmond

ICC Staff met with Company personnel at Frontier's Kewanee Central Office on February 23, 2012, at 10:30 AM to discuss Mr. Redmond's complaints regarding his telephone service. The Company personnel showed Staff the results of the line equipment tests that Staff member Russell Murray had previously requested that the Company perform. These line routines were to be performed several times during what is called the maintenance window. The maintenance window is a period during the day in which line routines, or the testing of critical equipment, are conducted to impose minimal impact on both the operations of the switch and the customers, usually between 12:00 AM and 6:00 AM, although the maintenance window may vary from company to company. The Company performed the line routines 16 times on February 23, 2012 between 12:00 AM and 2:00 AM. All of the tests passed the routine without a failure. Company personnel also provided Staff with a brief synopsis of the trouble that Mr. Redmond had reported.

ICC Staff and Company personnel then went to Mr. Redmond's residence to perform the service quality test specified in 83 Ill. Adm. Code 730.525, Transmission Requirements.

Mr. Redmond was present for a portion of the testing. He was notified that both Staff and Company personnel were doing testing. Mr. Redmond spoke with Kim Zugmaier, then went back inside his home. Mr. Redmond was told when the testing was complete and that everyone was leaving. He did check his phone to see if he had dial tone on this phone. Following confirmation that dial tone was restored, he questioned the local tech about the stutter dial tone and was told that it was their indicator that he had a message on this voice mail.

Commission standards, as set forth in 83 Ill. Adm. Code Part 730, as they apply to quality of service for local loops are as follows:

730.525(c) Transmission loss of analog local loop shall be engineered not to exceed 10.0 dB when measured in accordance with subsection (a). The local loop transmission loss shall be adjusted to 10.0 dB or less if it exceeds 10.0 dB.

730.525(g) Loop current shall be maintained at 20 milliamperes or greater

730.525(h) Power influence (Noise to Ground) shall not exceed 90 dBrc.

730.525(i) Circuit noise (Noise Metallic) shall not exceed 30 dBrc.

Tests to determine if Mr. Redmond's service loop meets the above criteria were conducted by Staff with test equipment owned and maintained by the Commission, a 3M Dynatel 945DSP Subscriber Loop Tester. The tests were performed at the customer's network interface device ("NID") located on the outside of the residence, which is the demarcation between the Company-owned facilities and the customer's inside wiring. The NID was newly installed by the Company and was properly grounded to the common electrical ground. The test results are shown on the attached page.

Following conclusion of the visual inspection and subscriber loop tests, it is Staff's opinion that service provided to Mr. Redmond by the Company meets applicable Standards of Service specified in 83 Ill. Adm. Code Part 730.

bedroom. The customer has Frontier DSL service which may be the cause of the Circuit Loss being greater than the required -10dB. That said, Staff does not believe this is causing the customer's intermittent problems in dialing out and receiving calls.

The automatic tests were performed with Frontier's 4Tel line testing unit. These tests found no shorts, grounds, or crosses on the line. All tests passed.