

UTILI-FACTS

Frontier Communications Local Service Deregulation

In May 2017, Frontier Communications local service was deregulated in Texas.

The Public Utility Commission of Texas (PUC) still helps Frontier Communications customers resolve:

1. Slamming and cramming complaints;
2. Deposit issues;
3. Billing issues (except billing adjustments for service quality issues);
4. Disconnection of service complaints;
5. Certain required disclosures to customers;
6. Certain customer choice issues; and
7. Continuity of service during processing of a bona fide complaint on one of these issues.

What does “deregulated” mean?

As a deregulated company, Frontier Communications is no longer:

1. subject to PUC rules governing pricing and service quality;
2. obligated to provide service to customers; and
3. required to file their rates and tariffs with the PUC.

Does this affect my FiberOptic® TV or Frontier wireless service?

No, this deregulation only applies to Frontier Communication's “wired” phone services in Texas, but...

The PUC has never had jurisdiction over complaints about Frontier's FiberOptic® TV or wireless services. Complaints on those must be directed either to the Federal Communications Commission or to the courts.

Competition instead of regulation

Texas law permits certain incumbent local exchange carriers (ILECs) like Frontier Communications to petition the PUC to deregulate local service areas if at least two competitors provide service in a given local area, or “exchange.” Frontier Communications petitioned the PUC and it found that it met the two-competitor test under Texas law in all of its exchanges.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Customer Protection Division
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

