



TOM O'HALLERAN
1ST DISTRICT, ARIZONA

419

June 13, 2022

The Honorable Jessica Rosenworcel
Chairwoman
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Dear Chairwoman Rosenworcel:

I write to request that the Federal Communications Commission (FCC) consider executing a complete investigation into the consistent outages in Frontier Communications' network in northern and eastern Arizona, including much of Apache County and Navajo County. Specifically, I ask the FCC to consider initiating audits, a review of all outage filings, and other disciplinary actions against Frontier Communications related to the reports of outages of their network in Apache County and Navajo County, Arizona.

On June 10, 2022, part of Frontier Communications' network in northern Arizona was compromised, causing an outage in cellular, landline, and internet communications. The outage has yet to be fully addressed and has crippled the town. The outage also affected 911 calls, resulting in life-threatening situations where 911 calls could not be completed. While the outage has occurred, there were and continue to be significant threats to public safety, including a fire at the St. Johns Airport and an incident at the Coronado Generating Station that impacted generating capacity. Frontier's inability to provide adequate communication services is a threat to the Arizona power supply, including the broader Western U.S. Power System. It also poses challenges to law enforcement and emergency services and their abilities to communicate among themselves and with the public.

The outage has also impacted local commerce. Many residents cannot complete credit card transactions, resulting in businesses relying on cash-only transactions, including gas stations and grocery stores. I have even heard from constituents that they have been stranded at their local gas station because credit card systems cannot be accessed.

Unfortunately, it is my belief that this most recent outage is part of a persistent pattern of what can only be described as negligent behavior by Frontier toward communities in northern and eastern Arizona. There have been multiple outages in recent years in these communities and yet there still

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does not appear to be improvements in the network reliability, including investments in redundancy.

I believe an investigation is needed to ensure that the people of Apache and Navajo counties have access to reliable communications and I stand ready to work with you. Thank you for your full and fair consideration of this request in accordance with all applicable rules, regulations, laws, and guidelines.

Sincerely,

A handwritten signature in blue ink that reads "Tom O'Halleran".

Tom O'Halleran
Member of Congress

Cc: The Honorable Brendan Carr
Commissioner, Federal Communications

The Honorable Geoffrey Starks
Commissioner, Federal Communications

The Honorable Nathan Simington
Commissioner, Federal Communications