



PANEL 1

COMMUNITY EXPERIENCES
AND NEEDS

Panel 1, Community Experiences and Needs

Moderator: Karen Eckersley, CPUC Communications Division

Panelists:

- **Dore Bietz**, Planner/Emergency Manager, Tuolumne Band Me-Wuk Indians
- **José Antonio Ramirez**, City Manager of Livingston, CA
- **Matt Rantanen**, Director of Technology for the Southern California Tribal Chairmen's Association
- **Fred Stump**, Board of Supervisors, District 2, Mono County
- **Kevin Goss**, Board of Supervisors, District 2, Plumas County

Questions for Panelists

- Describe your experience with Frontier and how that has impacted your community. What actions have you taken to insure safe and reliable service in your community?
- What suggestions do you have going forward for Frontier operations? Are there specific actions that Frontier can take in your community? Is there another provider in your area that can do a better job?



Dore Bietz

PLANNER/EMERGENCY
MANAGER, TUOLUMNE BAND
OF ME-WUK INDIANS

CPUC Workshop - Frontier Transfer Application



Community Experiences and Needs

THE TUOLUMNE ME-WUK STORY

Dore A. Bietz – Planner/Emergency Manager

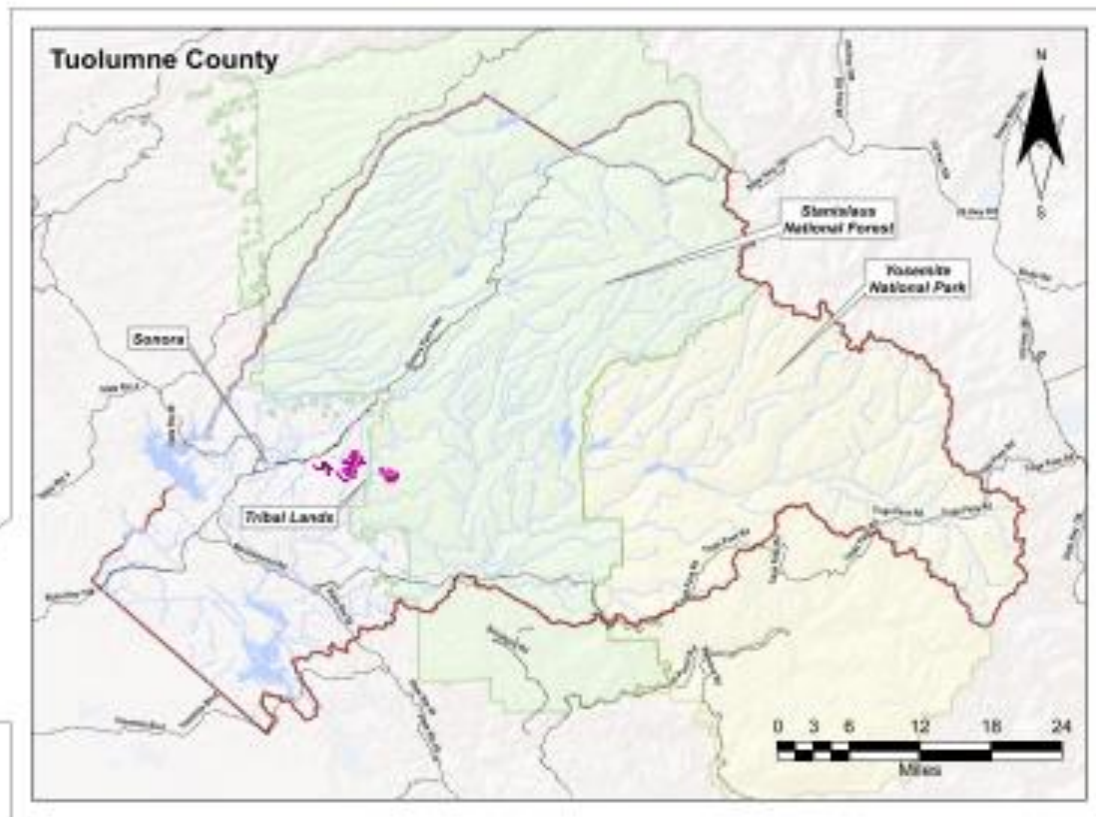
Introduction

- Tribal History
- Located in Tuolumne County
- Approximately 2,000 acres
- 100 homes with more on the way
- Resort development including casino, hotel, RV resort, gas station
- Tribal government offices including public safety, school and health clinic





Tuolumne Me-Wuk Tribal Lands in Relation to the County of Tuolumne and the State of California



Legend

- Tuolumne Me-Wuk Tribal Lands (Trust and Fee)
- The State of California
- Tuolumne County Boundary
- Highways and Other Major Roadways
- Rivers and Creeks
- Lakes and Reservoirs
- Stanislaus National Forest Boundary
- Yosemite National Park Boundary

DRAFT - For Reference Only; Not Complete and Not Absolute
For informational purposes only. No warranty or liability is made.
Contact Tuolumne Me-Wuk Tribal Council Planning & Development Department
at (209) 926-5304 for more information. Updated March 19, 2014 by Jonathan Rodriguez

Our Experience with Frontier

- History of service
 - Not always good
 - Current service not much better
- Actions we have taken to insure safe and reliable service
 - Contracted with other providers
 - Increased other options, broadband and cell



Understanding our needs – get to know us.

Working with us collaboratively - we might have something to offer

- Creating opportunities for change – do a better job at being proactive

Thank you!

Dore A. Bietz
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José Antonio Ramirez

CITY MANAGER OF LIVINGSTON, CA

DIRECTOR OF
TECHNOLOGY FOR
THE SOUTHERN
CALIFORNIA
TRIBAL
CHAIRMEN'S
ASSOCIATION

**Matt
Rantanen**



Fred Stump

BOARD OF SUPERVISORS, DISTRICT 2,
MONO COUNTY

MONO COUNTY CHALLENGES

Frontier Communications

Fred Stump - District 2 Supervisor

California Public Utility Commission
October, 2020



COMMITMENT TO COMMUNICATIONS



- Long-term commitment to broadband & communications
 - Part of County Strategic Plan for 10y
 - Component of our Legislative Platform
 - Supported Digital 395
 - Ran local Broadband Consortium
 - Deployed Gigabit broadband to 95% of Mono households



AGENDA



PRIMARY ISSUES

1. Reliability
2. Responsiveness
3. Commitment

RECOMMENDATIONS & REQUESTS

RELIABILITY



DRIVERS

1. **Aging copper wire infrastructure**
2. **Lack of route diversity**
 - Poor adoption of Digital 395 currently – should be used actively
3. **Power dependent equipment – no backup**

RESULTS

1. **911 Outages**
 - Numerous landline, cellular, and PSAP each year
 - Only ILEC / Primary carrier for State & Federal IP services
2. **Ongoing community specific issues**
 - POTS & DSL in Tri-Valley, Paradise, Rock Creek

RESPONSIVENESS



1. Lack of follow-through

- Service issues, customer complaints, agency inquiries left hanging

2. Ability to resolve long-standing service issues

- Poor quality connections
- Inadequate service

3. Pricing increases / Life-Line customer issues

1. Outside plant investment needs

- Aging copper infrastructure – what are long-term plans?

2. Encumbering of CAF II monies

- Re-investment into network deficiencies has not happened
- Impacting ability to bridge the Digital Divide in Mono County

RECOMMENDATIONS & REQUESTS



1. Force Frontier to resolve issues

2. Empower local techs

- Allow them to take necessary steps without corporate approval

2. Create another venue to provide feedback

- Government Affairs representatives aren't effective

3. Support non-incumbent broadband initiatives

- Require Frontier to relinquish CAF monies in geographies not being used
- Don't block projects applying for CASF and CAF monies



Kevin Goss

BOARD OF SUPERVISORS, DISTRICT 2,
PLUMAS COUNTY

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Questions from the phone lines and email

CALLERS EACH HAVE A MAXIMUM OF ONE AND ½ MINUTES



PANEL 2

THOUGHT LEADERS

Panel 2 - Thought Leaders

Moderator: Michael Minkus, CPUC Communications Division

Panelists:

- **Joanne Hovis**, President, ctc technology & energy
- **William Wallace**, Board Chair, US Ignite
- **Blair Levin**, Attorney & Nonresident Senior Fellow, Brookings Institution Metropolitan Policy Project

Panelists



Blair Levin



Joanne Hovis



William Wallace

Joanne Hovis

President, ctc technology & energy

Joanne Hovis is a nationally recognized authority on broadband markets and on the evolving role of public–private partnerships in the provision of communications services to the public. For more than 20 years, she has directed CTC’s consulting services related to strategic planning, market analysis, business modeling, grant funding, and financial analysis for localities, states, and tribal governments throughout the country.

Joanne leads the CTC teams that advise the states, cities, and statewide broadband networks.

William Wallace

US Ignite

William Wallace is Chairman of the Board of Directors and brings to US Ignite more than 30 years of experience in the telecommunications industry, most recently as co-founder of DigitalBridge Communications (DBC), a venture-backed startup dedicated to bringing 4G broadband wireless services to underserved portions of the U.S.

Prior to DBC, Mr. Wallace was co-founder and CEO of OnePoint Communications, which was purchased by Verizon Communications in 2000. OnePoint and its successor company, Verizon Avenue, provide bundled communications services to concentrated communities nationwide, including apartment communities, military bases, and rural areas.

Blair Levin

Brookings Institution Metropolitan Policy Project

Blair Levin is a nonresident senior fellow with the Metropolitan Policy Program at Brookings. He serves as the executive director of Gig.U: The Next Generation Network Innovation Project, an initiative of three dozen leading research university communities seeking to support educational and economic development by accelerating the deployment of next generation networks. He also serves as an advisor to a variety of non-profits with a mission of deploying or using broadband technology to advance social progress.

Previously, at the FCC oversaw the development of a National Broadband Plan and served as a chief of staff to Chair Reed Hundt from 1993-1997.

Questions for Panelists Part 1

Category 1. Ensuring the company can serve all communities

Background. The Frontier Application discusses a virtual separation of assets into InvestCo, where fiber will be deployed, and ImproveCo, which will get other broadband upgrades and operational improvements.

1. Do you have creative thoughts about how to ensure high-quality, continuity of service in ImproveCo areas that may include rural, tribal, and low-income areas?
2. What mechanisms—such as high cost fund support, capital costs subsidies, or others—might best enable the creative solutions that have been discussed?

Background – Application Excerpt

- a virtual separation under the same ownership structure of select state operations where the reorganized Debtors will conduct fiber deployments (“InvestCo”) from those state operations where the reorganized Debtors will perform broadband upgrades and operational improvements (“ImproveCo”), with such allocation of state operations to be reasonably acceptable to the Company Parties and the Required Consenting Noteholders (the “Virtual Separation”), such that the Reorganized Frontier Board (as defined below) may, at its determination, adopt and implement the Virtual Separation at any time on or after the Plan Effective Date; and ...

Excerpt from Frontier Application, Exhibit B Restructuring Term Sheet April 14, 2020 page 9 (PDF page 92), listed under the “Business Plan” heading

US Ignite Report

- [Broadband Models for Unserved and Underserved Communities](#)
 - **Model Options for Broadband Expansion**
 - **Infrastructure Ownership and Service Value Chain**

Questions for Panelists Part 2

Category 2. Conditions, monitoring, and enforcement

1. What type of information should the CPUC consider in assessing Frontier's long-term viability?
2. What were the successes and/or failures that have been observed with other transactions and what the transactions meant for customers or the public after 1-3 years?
3. What should the CPUC consider with respect to:
 - A. What if any commitments be considered?
 - B. How can conditions or commitments be monitored and enforced, and for how long?
 - C. What enforcement mechanisms may help? E.g., a citation program, monitor, or automatic triggers?
 - D. How have conditions and commitments been monitored and enforced in other transactions?

Panel 2 - Thought Leaders

Moderator: Michael Minkus, CPUC Communications Division

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- **William Wallace**, Board Chair, US Ignite
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