



City of Long Beach

Working Together to Serve

Memorandum
Councilmember Al Austin
Eighth District

R-7

Date: February 16, 2016

To: Mayor and Members of the City Council

From: Councilmember Al Austin, Eighth District *al*
Councilwoman Suzie Price, Third District *SP*
Councilmember Daryl Supernaw, Fourth District *DS*

Subject: **Service difficulties with recent transfer from Verizon to Frontier Communications**

RECOMMENDED ACTION:

Receive and file a report from the City Manager regarding the issues the City has experienced since the transfer of assets from Verizon to Frontier Communications, including issues with the City's network, the City's communications with the California Public Utilities Commission and Frontier Communications, and how residents and business owners can register and resolve complaints about service.

BACKGROUND:

On April 1, 2016, Frontier Communications took over Verizon's landline phone, broadband and FiOS video services in California, Texas and Florida.

Since that time, there have been numerous complaints expressed by residents to the City, as well as on social media sites. The City has also experienced difficulties with its telecommunications services.

The City of Long Beach has no regulatory oversight over telephone, cable or broadband service providers. Under state law, the California Public Utilities Commission (CPUC) is responsible for the regulation of phone and cable service providers.

Given the extent of difficulties and frustration expressed by customers impacted by this recent change in service, we would request a report on the issues that have been experienced by or reported to the City, as well as the City's communications with the CPUC and Frontier, and information on how customers can register and attempt to resolve service complaints.

FISCAL IMPACT: There is no fiscal impact with this request.