

**THE STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**IR 19-023**

**Investigation of Northern New England Telephone Operations LLC  
d/b/a Consolidated Communications – NNE  
Service Quality and Repair Response**

**ORDER OF NOTICE**

On December 18, 2018, the Commission issued Order No. 26,202 in Docket No. 18-169, approving on a nisi basis the transfer to an affiliate of Northland Telephone Company of Maine (Northland), which is under common control with Northern New England Telephone Operations LLC d/b/a Consolidated Communications – NNE (CCI). In that docket, Staff had expressed concerns regarding Northland and CCI's retail repair response times. The Commission acknowledged Staff's concerns, but determined that those concerns were best addressed in another context and directed Staff to conduct an investigation of CCI's repair response times related to its basic service customers in New Hampshire and to file a report based on that investigation within four months of the date of the order.

This order initiates that investigation, with a particular focus on two issues: (1) whether the number of repair reports has substantially increased, and (2) whether the mean time to repair is trending upwards. The Commission authorizes Staff to conduct an investigation pursuant to its statutory authority under RSA 365:5 (regarding independent inquiry by the Commission), 374:1 (duty of public utilities generally to provide safe and adequate service), 374:3 (general supervisory powers of the Commission), 374:4 (Commission duty to keep informed), 374:7 (general investigation powers of the Commission), and 374:22-p (basic service obligations).

The Commission shall hold a technical session on February 21, 2019, for the purpose of obtaining pertinent information, reviewing relevant issues, and developing potential alternatives

for obtaining further information and addressing the identified issues. Staff shall complete its investigation and submit a report to the Commission on or before April 18, 2019.

CCI shall participate in the investigation docket. Other persons desiring to participate in this investigation may appear at the technical session or contact David Wiesner at 603-271-2431.

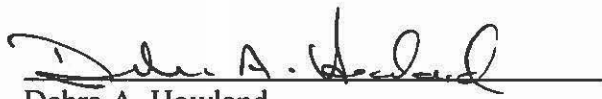
**Based upon the foregoing, it is hereby**

**ORDERED**, that Staff shall investigate the issues referenced herein, with a report of its findings, conclusions, and recommendations to be made to the Commission no later than April 18, 2019; and it is

**FURTHER ORDERED**, that Staff shall conduct a public stakeholder technical session at the Commission's offices at 21 South Fruit Street, Concord, New Hampshire, to be held on February 21, 2019 at 2:00 p.m., to develop a process and schedule for conducting this investigation; and it is

**FURTHER ORDERED**, that CCI shall notify all persons of the opportunity to participate in this investigation by publishing a copy of this Order of Notice no later than February 7, 2019, in a newspaper with general circulation in those portions of the state in which operations are conducted, such publication to be documented by affidavit filed with the Commission on or before February 18, 2019.

By order of the Public Utilities Commission of New Hampshire this twenty-ninth day of January, 2019

  
Debra A. Howland  
Executive Director

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability should contact the Americans with Disabilities Act Coordinator, NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.

**SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED**

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**Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.**

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Docket #: 19-023-1      Printed: January 30, 2019

**FILING INSTRUCTIONS:**

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with: DEBRA A HOWLAND  
EXEC DIRECTOR  
NHPUC  
21 S. FRUIT ST, SUITE 10  
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.
- c) Serve a written copy on each person on the service list not able to receive electronic mail.