



County Legislature

Gregory W. Townsend, Legislator
7th Legislative District

4 Crescent Place
Monroe, New York 10950

March 25, 2008

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Ms. Debbie Bogdanski
General Manager
Frontier Communications
19 John Street
Middletown, NY 10940

Dear Ms. Bogdanski:

As the Orange County Legislator serving the 7th Legislative District and as a resident I am writing to express my **outrage and disappointment** in Frontier Communications for the lack of concern for the residents of Monroe on Monday, March 24. At 2:30 PM it was reported Orange and Rockland hit a trunk line belonging to Frontier Communications in turn causing lack of service to over 550 homes in the Monroe area. The Village Hall and Emergency 911 Service were notified of the outage.

However, the true area affected was not properly identified – the streets in question were not flagged for emergencies – leaving many residents unprotected and insecure in their own homes. Emergency units had no idea whom to check on and elderly constituents were without medical emergency service for some time.

No timeline was ever outlined for the recovery of this situation. No further communication was made with the town or Police Department to provide further information, updates or identifying the affected areas. Frontier's lack of concern for the residents is inexcusable and unacceptable. The company owes the residents an apology and an explanation.

At this time I believe Frontier needs to take a good hard look at their emergency practices to ensure the safety of all the people to avoid another incident of this caliber. The system failed and endangered many lives. Frontier needs to reevaluate the procedures and communications which should have been in place to protect the people first and forth most. I would like to review the safety standards and procedures, which Frontier will be examining and establishing in the future in order to assure the people of the 7th District a safe partnership with Frontier.

Sincerely,

Gregory W. Townsend
Orange County Legislator
7th Legislative District