

Committee: House Communications and Technology  
Date: June 16, 2021  
Bill: Senate Bill 372  
Testimony: Frontier Communications  
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Thank you Chairman Hoytenga, Vice Chairman Damoose, Minority Vice Chair Coleman, and members of the Communications and Technology Committee for the opportunity to speak with you today regarding Senate Bill 372. Frontier Communications operates throughout the lower peninsula of Michigan.

Frontier currently publishes 55 telephone directories in Michigan. To minimize printing and distribution costs, Frontier has consolidated over 150 telephone directories over the last decade.

For the 55 consolidated books, we have received requests for printed directories in 2019 totaling 805; in 2020 totaling 435, and in 2021 year-to-date total of 132. There has been a decline of nearly 50% per year over the last 2.5 years for printed telephone directories.

Frontier also supports online telephone directories. Over the last twelve months, there have been 6,728 pageviews of our directories with an average of 6.9 pageviews per inquiry or less than 1,000 inquiries.

Most telephone numbers (> 90%) are now assigned to wireless or VOIP providers. Wireless and VOIP providers are not subject to MPSC regulation for providing telephone directories. Technology and competition have eliminated the ongoing need to publish or make available an annual telephone directory. The ongoing support of telephone directories for a shrinking customer base is cost prohibitive.

Frontier supports Senate Bill 372 as drafted.