



21 West Avenue
Spencerport, NY 14559

June 17, 2015

Ms. Carlotta Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

REDACTED

RECEIVED - FPSC
15 JUN 19 PM 1:41
COMMISSION CLERK

Re: Docket No. 150153-TP – 2016 State Certification – Annual Reports for 2014

Dear Ms. Stauffer:

Frontier Communications of the South, LLC, herein after referred to as ("Frontier") hereby files the enclosed annual reports that were filed with the Federal Communications Commission (FCC) on June 12, 2015 in compliance with 47 CFR § 54.313 and 47 CFR § 54.422. Section 54.313 applies to an eligible telecommunications carrier (ETC) receiving high-cost federal USF support. Section 54.422 applies to ETCs receiving low-income support. Both sections require the ETC to file the annual report with the FCC, the Universal Service Administrative Company (USAC), and its relevant state commission by July 1st.

Portions of this filing were filed confidentially at the FCC in accordance with the FCC's *Third Protective Order*¹. The confidential version is enclosed separately in a sealed envelope marked confidential.

Frontier requests the Florida Public Service Commission to file the annual certification regarding federal high-cost support with the Universal Service Administrative Company (USAC) and the FCC, pursuant to 47 CFR 54.314(a).

The amount of federal high-cost Frontier will receive in 2016 will continue to be used for the services and functionalities outlined in 47 C.F.R. §54.314 and, as the attached affidavit shows, Frontier certifies that it will only use the federal high-cost support it receives for the provision, maintenance and upgrading of facilities and service for which such support is intended.

Any questions or notifications pertaining to this filing should be directed to me at Deborah.Fasciano@ftr.com

Respectfully submitted,

Deborah Fasciano
Sr. Analyst – Regulatory Compliance

Attachments
1 copy redacted version
Cc: Angie McCall

¹ *In re*: Developing a Unified Intercarrier Compensation Regime; Establishing Just and Reasonable Rates for Local Exchange Carriers; Connect America Fund; High-Cost Universal Support; A National Broadband Plan for Our Future, CC Dkt. No. 01-92, WC Dkt Nos. 07-135, 10-90, 05-337, GN Dkt. No. 09-51, Third Protective Order, DA 10-1749 (rel. Aug 30, 2012).

COM _____
AFD _____
APA _____
ECO _____
ENG _____
GCL _____
IDM _____
TEL _____
CLK _____

AFFIDAVIT

STATE OF NORTH CAROLINA
COUNTY OF DURHAM

BEFORE ME, the undersigned authority, appeared Allison M. Ellis, who deposed and said:

My name is Allison M. Ellis. I am Vice President, Regulatory Affairs of Frontier Communications of the South, LLC ("Frontier" or the "Company"). As an officer of the Company, I am authorized to give this affidavit on behalf of the Company. This affidavit is being given to support the Florida Public Service Commission's certification as contemplated in 47 C.F.R. §54.314. Please refer to Docket No. 150153-TP.

Frontier hereby certifies that all federal high-cost support was used in the preceding calendar year and will be used in the upcoming calendar year only for the provision, maintenance, upgrading of facilities and services for which the support is intended.

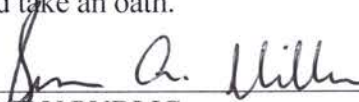
FURTHER AFFIANT SAYETH NOT.



Allison M. Ellis
Vice President, Regulatory Affairs
Frontier Communications of the South, LLC

STATE OF NORTH CAROLINA
COUNTY OF DURHAM

Acknowledged before me this 12th day of June 2015 by Allison M. Ellis, as Vice President, Regulatory Affairs for Frontier Communications of the South, LLC, who is personally known to me or produced identification and who did take an oath.



NOTARY PUBLIC

SUSAN A. MILLER
NOTARY PUBLIC
Wake County
North Carolina
My Commission Expires Oct. 5, 2019

Susan A. Miller

Printed Name of Notary

Personally Known X
Produced Identification _____
Type of Identification Produced _____



Federal Regulatory Affairs

2300 N St. NW, Suite 710 Washington DC 20037

www.Frontier.com

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June 12, 2015

BY HAND

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Re: *ETC Annual Reports and Certifications*, WC Dkt. No. 14-58

Dear Ms. Dortch:

Frontier Communications Corp. hereby files its annual report and certifications as required by Sections 54.313 and 54.422 of the Commission's rules. A copy of this report is also being filed with the Universal Service Administrative Company, each relevant State public service commission in which Frontier operates as an ETC, and relevant authorities and Tribal governments pursuant to Section 54.313(i) of the Commission's rules.¹

Pursuant to 47 C.F.R. § 0.459, Frontier requests confidential treatment for portions of these filings. Specifically, Frontier requests confidential treatment of the detailed reporting of outages lasting longer than 30 minutes in 2014, which includes the location, cause, duration and efforts taken to prevent further outages. This information is competitively sensitive and is not normally released to the public; release of such sensitive data could give Frontier's competitors an advantage in the markets described therein.²

Frontier also requests confidential treatment of its unfulfilled voice and broadband service requests. This information is competitively sensitive as it may provide an indication of where Frontier may target future service expansion. This information is not normally released to the public; release of such sensitive data could give Frontier's competitors an advantage in the markets described therein.

Finally, Frontier requests confidential treatment of its broadband price offerings. While broadband price offerings may be publicly available on a targeted and localized basis, Frontier does not make available a companywide description of its pricing across all markets, which is what this report

¹ 47 C.F.R. § 54.313(i).

² Frontier notes that section 4.2 of the Commission's rules, which governs disruptions of communications service, states that reports of service disruptions are "presumed to be confidential." 47 C.F.R. § 4.2.

REDACTED—FOR PUBLIC INSPECTION

provides. This information is competitively sensitive as pricing is a key component of broadband competition and is not normally released to the public at this scale; release of such sensitive data could give Frontier's competitors an advantage in the markets described therein.³

The non-redacted submissions have been marked as confidential. Frontier requests that the documents marked as confidential be withheld from public inspection. Frontier is also filing a redacted copy of this report for public inspection.

Frontier submits today information for all of its 92 study areas:

| State | Study Area Name | SAC |
|-------|---|--------|
| AL | Frontier Comm. of Alabama, Inc. | 250306 |
| AL | Frontier Comm. of Lamar County | 250301 |
| AL | Frontier of the South - Alabama | 250318 |
| AZ | CTC White Mountains | 454426 |
| AZ | CTC Mohave (Rural) | 452172 |
| AZ | Frontier Comm. of the Southwest, Inc (AZ-Contel) | 452302 |
| AZ | Navajo Comm - Arizona | 454449 |
| CA | CTC California | 542308 |
| CA | CTC Golden St | 543402 |
| CA | CTC Tuolumne | 544342 |
| CA | Frontier Comm. of the Southwest, Inc (CA-Contel) | 541863 |
| CA | Frontier West Coast, Inc (CA) | 542344 |
| CA | Global Valley Networks, Inc. | 542315 |
| CT | The Southern New England Telephone Company (SNET) | 135200 |
| FL | Frontier of the South - Florida | 210318 |
| GA | Frontier Comm. of Fairmount | 220362 |
| GA | Frontier Comm. of Georgia, Inc. | 220387 |
| IA | Frontier Comm. of Iowa, Inc. | 351127 |
| ID | CTC Idaho | 474427 |
| ID | Frontier Comm. Northwest, Inc (ID-GTE) | 472416 |
| IL | CTC Illinois | 341183 |
| IL | Frontier Comm. - Schuyler, Inc. | 341079 |
| IL | Frontier Comm.- Midland, Inc. | 341055 |
| IL | Frontier Comm. of Illinois, Inc. | 341038 |
| IL | Frontier Comm. of Lakeside, Inc. | 341011 |
| IL | Frontier Comm. of Mt. Pulaski | 341061 |
| IL | Frontier Comm. of Orion, Inc. | 341067 |
| IL | Frontier Comm. of Prairie, Inc. | 341073 |
| IL | Frontier Comm. of the Carolinas, Inc (IL-Alltel) | 343035 |
| IL | Frontier Comm.-DePue, Inc. | 340998 |
| IL | Frontier North, Inc (IL-GTE) | 341015 |
| IL | Frontier North, Inc. (IL-Contel) | 341036 |
| IN | Frontier Comm. of Indiana, Inc. | 320750 |
| IN | Frontier Comm. of Thorntown, Inc. | 320828 |
| IN | Frontier Midstates, Inc (IN-Alltel) | 323034 |
| IN | Frontier North, Inc (IN-Contel) | 320779 |
| IN | Frontier North, Inc (IN-GTE) | 320772 |

³ Frontier notes that section 4.2 of the Commission's rules, which governs disruptions of communications service, states that reports of service disruptions are "presumed to be confidential." 47 C.F.R. § 4.2.

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| | | |
|----|--|--------|
| MI | Frontier Comm. of Michigan, Inc. | 310682 |
| MI | Frontier Midstates, Inc (MI-Alltel) | 313033 |
| MI | Frontier North, Inc (MI-GTE) | 310695 |
| MN | CTC Minnesota-Lakes (Includes MN, ND and SD) | 361123 |
| MN | CTC Minnesota-South | 367123 |
| MN | Frontier Comm. of Minnesota, Inc. | 361367 |
| MS | Frontier Comm. of Mississippi | 280460 |
| MT | CTC Montana | 484322 |
| NC | Frontier Comm. of the Carolinas, Inc (NC-Contel) | 230509 |
| NC | Frontier Comm. of the Carolinas, Inc (NC-GTE) | 230479 |
| NE | CTC Nebraska | 371128 |
| NM | Navajo Comm - New Mexico | 494449 |
| NV | CTC of Nevada - North | 554431 |
| NV | CTC of Nevada - South | 554432 |
| NV | Frontier Comm. of the Southwest, Inc (NV-Contel) | 552302 |
| NY | CTC of NY - Red Hook | 154533 |
| NY | CTC of NY - Upstate | 154532 |
| NY | CTC of NY - Western Counties | 154534 |
| NY | CTC Ogden, Inc. | 150110 |
| NY | Frontier Comm. of New York | 150100 |
| NY | Frontier Comm. of Sylvan Lake | 150128 |
| NY | Frontier Comm. -Ausable Valley | 150072 |
| NY | Frontier Comm. -Seneca Gorham | 150122 |
| NY | Frontier Telephone of Rochester | 150121 |
| OH | Frontier North, Inc (OH-GTE) | 300615 |
| OH | Frontier of Michigan, Inc. - Ohio | 300682 |
| OR | CTC Oregon | 533401 |
| OR | Frontier Comm. Northwest, Inc (OR-GTE) | 532416 |
| PA | Commonwealth of PA | 170161 |
| PA | Frontier Comm. of Breezewood | 170149 |
| PA | Frontier Comm. of Canton, Inc. | 170152 |
| PA | Frontier Comm. of Oswayo River | 170194 |
| PA | Frontier Comm. of Pennsylvania | 170168 |
| PA | Frontier Comm. of Lakewood, Inc | 170178 |
| SC | Frontier Comm. of the Carolinas, Inc (SC-Contel) | 240526 |
| SC | Frontier Comm. of the Carolinas, Inc (SC-GTE) | 240479 |
| TN | CTC Tennessee | 294336 |
| TN | CTC Volunteer State | 290580 |
| UT | CTC Utah | 504429 |
| UT | Navajo Comm - Utah | 504449 |
| WA | Frontier Comm. Northwest, Inc (WA-Contel) | 522449 |
| WA | Frontier Comm. Northwest, Inc (WA-GTE) | 522416 |
| WI | Frontier Comm of St. Croix | 330944 |
| WI | Frontier Comm. of Mondovi, Inc. | 330912 |
| WI | Frontier Comm. of Viroqua, Inc. | 330967 |
| WI | Frontier Comm. of Wisconsin, Inc. | 330964 |
| WI | Frontier North, Inc (WI-GTE) | 330886 |
| WI | Rhineland Telco - Crandon | 330870 |
| WI | Rhineland Telco - Headwaters | 330891 |
| WI | Rhineland Telco - Rhineland | 330940 |
| WI | Rhineland Telco - Rib Lake | 330941 |
| WV | CTC West Virginia - Bluefield | 204339 |
| WV | CTC West Virginia - Mountain St. | 200271 |

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|----|-------------------------------|--------|
| WV | CTC West Virginia - St. Marys | 204338 |
| WV | Frontier West Virginia, Inc | 205050 |

Please feel free to contact me with any further questions.

Sincerely,

/s/ AJ Burton

AJ Burton
Director of Federal Regulatory Affairs
Frontier Communications
(202) 223-6807

Attachment

cc: Alexander Minard

| | |
|--|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name: Person USAC should contact with questions about this data | Cassandra Guinness |
| <035> Contact Telephone Number: Number of the person identified in data line <030> | 5857774557 ext. |
| <039> Contact Email Address: Email of the person identified in data line <030> | Cassandra.Guinness@ftr.com |

| | | |
|--|---------------------|---------------------|
| ANNUAL REPORTING FOR ALL CARRIERS | 54.312 | 54.422 |
| | Completion Required | Completion Required |

| | | | |
|--|--|-------------------------------------|-------------------------------------|
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200> Outage Reporting (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input type="checkbox"/> <-- check box if no outages to report | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice) | 0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310> Detail on Attempts (voice) | (attach descriptive document) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330> Detail on Attempts (broadband) | 210318FL330.pdf (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed | 0.0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile | 0.0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440> Fixed | 0.0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450> Mobile | 0.0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> 210318FL510.pdf (attached descriptive document) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> 210318FL610.pdf (attached descriptive document) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> | (if yes, complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> Voice Services Rate Comparability Certification | Yes | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> 210318FL1010.pdf (attach descriptive document) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | | |
|--------|-----------------------------------|-------------------------------------|-------------------------------------|
| <2000> | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

| | | | |
|--------|-----------------------------------|--------------------------|-------------------------------------|
| <3000> | (check to indicate certification) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005> | (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0586/OMB Control No. 3060-0619
July 2013

| | | |
|-------|---|---|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
| <110> | Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| <111> | year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/> |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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[200] Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
 OMB Control No. 3050-0095/OMB Control No. 3050-0819
 July 2013

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

| <220> | <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|-------|-----------------------|-------------------|-------------------|-----------------|-----------------|------------------------------|---------------------------|------------------------------------|---|--|---------------------------|-------------------------|
| | NORS Reference Number | Outage Start Date | Outage Start Time | Outage End Date | Outage End Time | Number of Customers Affected | Total Number of Customers | 911 Facilities Affected (Yes / No) | Service Outage Description (Check all that apply) | Did This Outage Affect Multiple Study Areas (Yes / No) | Service Outage Resolution | Preventative Procedures |
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-- See attached worksheet

| | | |
|--------------------|---|----------------------------|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

| | |
|---|----------|
| <701> Residential Local Service Charge Effective Date | 1/1/2015 |
| <702> Single State-wide Residential Local Service Charge | 12.85 |

| <703> | <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <C> |
|-------|-------|-----------------|------------|-----------|--------------------------------|------------------------------|-----------------------------|--|-------------------------------|
| | State | Exchange (ILEC) | SAC (CETC) | Rate Type | Residential Local Service Rate | State Subscriber Line Charge | State Universal Service Fee | Mandatory Extended Area Service Charge | Total per line Rates and Fees |
| | | | | | | | | | |
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| | | | | | | | | | |

-- See attached worksheet

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

DMB Control No. 3060-0986/DMB Control No. 3060-0819

July 2013

| | |
|---|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

| | |
|--|--|
| (1200) Terms and Condition for Lifeline Customers | FCC Form 481 |
| Lifeline | OMB Control No. 3060-0086/OMB Control No. 3060-0619 |
| Data Collection Form | July 2015 |

| | |
|---|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 585774557 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans



Name of Attached Document

<1220> Link to Public Website

HTTP www.frontier.com/discountprograms/LifelineProgram

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

| | | |
|--|--|---|
| 2016 Price Cap Carrier Additional Documentation | | PCS Form 481 |
| Data Collection Form | | OCMS Control No. 2000-0586/OCMS Control No. 2000-0610 |
| Including Rate of Return Carriers affiliated with Price Cap Local Exchange Carriers | | July 2016 |

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5837774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)ii}
- <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)iii}
- <2011b> Attachment {47 CFR § 54.313(b)(1)ii}

| |
|-----|
| Yes |
| |
| |

Name of Attached Document(s) Listing Required Information

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
- <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
- <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
- <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

| |
|-----|
| |
| |
| Yes |
| |

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

| |
|-----|
| Yes |
|-----|

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

| |
|--|
| |
| |
| |
| |

- <2021> Interim Progress Community Anchor Institutions

| |
|--|
| |
| |
| |
| |

Name of Attached Document(s) Listing Required Information

<010> Study Area Code 210318
 <015> Study Area Name FRONTIER COMM-SOUTH
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness
 <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557_ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.Guinness@ftr.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
 (3014) If yes, does your company file the RUS annual report

(Yes/No)
 (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, Is your company audited? (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

| | |
|---|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 585774557_ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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| | |
|---|---|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3125-0047, OMB Control No. 3125-0119 July 2012 |
|---|---|

| | |
|---|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| | |
|---|---|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: FRONTIER COMM-SOUTH | |
| Signature of Authorized Officer: CERTIFIED ONLINE | Date 05/28/2015 |
| Printed name of Authorized Officer: Allison Ellis | |
| Title or position of Authorized Officer: VP Regulatory Affairs | |
| Telephone number of Authorized Officer: 9199413005 ext. | |
| Study Area Code of Reporting Carrier: 210318 | Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

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| | |
|---|---|
| Certification - Agent / Carrier Data Collection Form | DOT Form 821 OIG Control No. 3245-0000-0100 Control No. 3245-0010 July 2012 |
|---|---|

| | |
|---|----------------------------|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: _____ | |
| Name of Reporting Carrier: _____ | |
| Signature of Authorized Officer: _____ | Date: _____ |
| Printed name of Authorized Officer: _____ | |
| Title or position of Authorized Officer: _____ | |
| Telephone number of Authorized Officer: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: _____ | |
| Name of Authorized Agent or Employee of Agent: _____ | |
| Signature of Authorized Agent or Employee of Agent: _____ | Date: _____ |
| Printed name of Authorized Agent or Employee of Agent: _____ | |
| Title or position of Authorized Agent or Employee of Agent: _____ | |
| Telephone number of Authorized Agent or Employee of Agent: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

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Attachments

FCC Form 481

Line 100 – Service Quality Improvement Reporting
[47 CFR 54.313(a)(1)]

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

FCC Form 481

Line 330 - Unfulfilled Broadband Service Requests Resolution

State:

Florida

Year:

2014

Study Area Code:

210318

Study Area Name:

Frontier of the South -
Florida

(A)

(B)

(C)

(D)

(E)

| Date of Potential Customer's Request (mm/dd/yyyy) | Date When the Request was Considered Unfulfilled (mm/dd/yyyy) | Name of Exchange/ Wire Center | Description of Service Request | How Service Fulfillment was Attempted/Reason for Unfulfillment (If fulfilled in 2013, include date of fulfillment.) |
|---|--|----------------------------------|-----------------------------------|---|
|---|--|----------------------------------|-----------------------------------|---|



FCC Form 481

Line 330 - Unfulfilled Broadband Service Requests Resolution

State:

| |
|---------------------------------|
| Florida |
| 210318 |
| Frontier of the South - Florida |

Study Area Code:

Study Area Name:

Year:

| |
|------|
| 2014 |
|------|

(A)

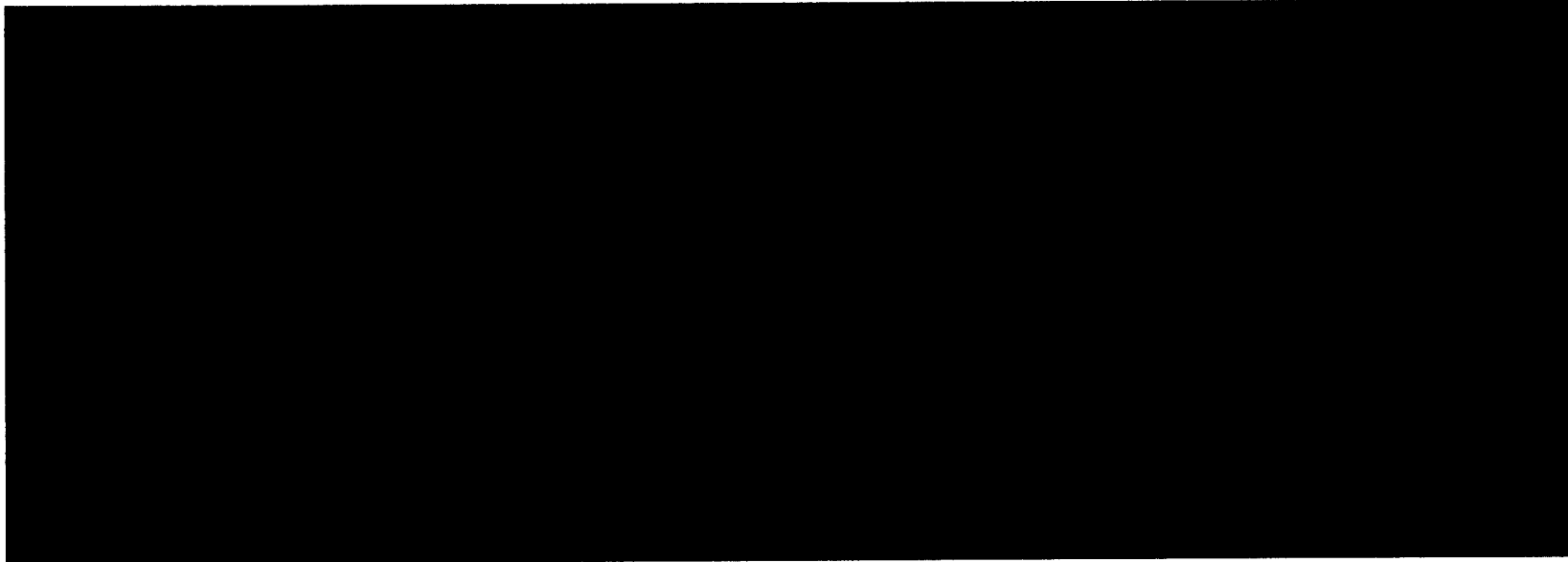
(B)

(C)

(D)

(E)

| Date of Potential Customer's Request (mm/dd/yyyy) | Date When the Request was Considered Unfulfilled (mm/dd/yyyy) | Name of Exchange/ Wire Center | Description of Service Request | How Service Fulfillment was Attempted/Reason for Unfulfillment (If fulfilled in 2013, include date of fulfillment.) |
|--|--|----------------------------------|--------------------------------|--|
|--|--|----------------------------------|--------------------------------|--|



Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection:

The Frontier ILEC companies certify that they comply with applicable state and FCC service quality standards. Service quality metrics are monitored and reported on a monthly basis.

Frontier has implemented numerous Consumer Protection measures to protect customer information from improper use and disclosure as well as to protect against fraud. For example, Frontier has implemented Customer Proprietary Network Information (policies and procedures) that are consistent with the FCC's regulations. Frontier regularly trains employees who have access to CPNI on the rules and our procedures for securing accounts and authenticating callers. Frontier also has a comprehensive Identity Theft Protection Program (or Red Flag program) which is consistent with the FTC's guidance on measures to detect and prevent identity theft. All employees are trained on Frontier's Code of Business Conduct and Ethics, which requires employees to protect sensitive customer information from improper use and disclosure. Frontier also has a Data Privacy and Security policy which applies to all employees. Further, Frontier also has implemented a strict third-party qualification protocol to prevent unauthorized charges ("Cramming") from appearing on customer's bills. Frontier also follows a "First Call" resolution policy, which aims to resolve customer complaints about unauthorized charges in one call, without referral to any third party. In addition to the foregoing, Frontier, has implemented customary IT security measures to protect our network and customer information.

Frontier certifies compliance with Florida state consumer protection rules; Florida Administrative Code and Florida Administrative Register – Rule Chapter: 25-4.

The Florida state consumer protection rules are available at:

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=25-4>

Row 610 - Description of Functionality in Emergency Situations

In December 2013, the FCC adopted new rules to promote 911 resiliency, and it has requested initial certification of substantial progress towards meeting these new requirements by October 15, 2015. See DA 14-1664. Frontier is currently in the process of ensuring that its back-up power, circuit auditing, and network monitoring practices comply with these new rules and anticipates that it will be able to provide the necessary certification by October 15, 2015.

As Frontier works to ensure compliance with these new rules, Frontier's past procedures are described below, and they represent the minimum level of functionality of Frontier's network in emergency situations. Again, Frontier anticipates it will comply with the FCC's initial certification by October 15, 2015.

The Frontier ILEC companies certify that they follow best practices that are designed to allow them to remain functional in an emergency situation through the use of back-up power to ensure functionality in the event of a limited commercial power failure. Frontier's policy is that at sites where there is a generator, it will also have batteries capable of providing three-to-four hours of backup power. Sites that are provisioned to allow portable generators typically have up to eight hours of battery backup power available. Frontier adheres to formal maintenance and testing schedules of batteries and generators based on the GTE practices, the Bell standard and manufacturer standards. Batteries are load tested routinely. On site generators are tested monthly with an annual "blackout" test also incorporated. Routine maintenance occurs regularly throughout the year. Portable generators are load tested once a year along with performing the manufacturer recommended maintenance.

The Frontier ILEC companies' network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations. Frontier audits its circuits in order to provide redundancy in its network where feasible for use in rerouting traffic when facilities are damaged.

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| | |
|---|--|
| (800) Operating Companies Data Collection Form | ICC Form 481 OMB Control No. 3060-0085/OMB Control No. 3060-0019 July 2013 |
|---|--|

| | |
|---|---|
| <010> Study Area Code | 210318 |
| <015> Study Area Name | FRONTIER COMM-SOUTH |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
| <810> Reporting Carrier | Frontier Communications of the South, LLC |
| <811> Holding Company | Frontier Communications Corporation |
| <812> Operating Company | Frontier Communications of the South, LLC |

| <813> | <a1> Affiliates | <a2> SAC | <a3> Doing Business As Company or Brand Designation |
|-------|--|-------------|---|
| | Frontier Comm. of Alabama, Inc. | 250306 | Frontier Communications of Alabama, LLC |
| | Frontier Comm. of Lamar County | 250301 | Frontier Communications of Lamar County, LLC |
| | Frontier of the South - Alabama | 250318 | Frontier Communications of the South, LLC |
| | CTC White Mountains | 454426 | Frontier Communications of the White Mountains |
| | Citizens Utilities Rural Company | 452172 | Frontier Citizens Utilities Rural |
| | Frontier Comm. of the Southwest, Inc (AZ-Contel) | 452302 | Frontier Communications of the Southwest Inc. |
| | Navajo Comm - Arizona | 454449 | Frontier Navajo Communications / Frontier Navajo Communications Company |
| | CTC California | 542308 | Frontier Communications of California |
| | CTC California (Golden St) | 543402 | Frontier Communications of California |
| | CTC California (Tuolumne) | 544342 | Frontier Communications of California |
| | Frontier Comm. of the Southwest, Inc (CA-Contel) | 541863 | Frontier Communications of the Southwest Inc. |
| | CTC California (West Coast) | 542344 | Frontier Communications of California |
| | CTC-California (Global Valley) | 542315 | Frontier Communications of California |
| | Frontier of the South - Florida | 210318 | Frontier Communications of the South, LLC |
| | Frontier Comm. of Fairmount | 220362 | Frontier Communications of Fairmount LLC |
| | Frontier Comm. of Georgia, Inc. | 220387 | Frontier Communications of Georgia LLC |
| | Frontier Comm. of Iowa, Inc. | 351127 | Frontier Communications of Iowa, LLC |
| | CTC Idaho | 474427 | Frontier Communications of Idaho |
| | Frontier Comm. Northwest, Inc (ID-GTE) | 472416 | Frontier Communications Northwest Inc. |
| | CTC Illinois | 341183 | Frontier Citizens Communications of Illinois |
| | Frontier Comm. - Schuyler, Inc. | 341079 | Frontier Communications - Schuyler, Inc. |
| | Frontier Comm.- Midland, Inc. | 341055 | Frontier Communications - Midland, Inc. |
| | Frontier Comm. of Illinois, Inc. | 341038 | Frontier Communications of Illinois, Inc. |

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(500) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3045-0025, FOMA Control No. 3045-0019
July 2013

| | | |
|-------|---|---|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
| <810> | Reporting Carrier | Frontier Communications of the South, LLC |
| <811> | Holding Company | Frontier Communications Corporation |
| <812> | Operating Company | Frontier Communications of the South, LLC |

| <813> | <a1> | <a2> | <a3> |
|-------|--|--------|--|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Frontier Comm. of Lakeside, Inc. | 341011 | Frontier Communications of Lakeside, Inc. |
| | Frontier Comm. of Mt. Pulaski | 341061 | Frontier Communications of Mt. Pulaski, Inc. |
| | Frontier Comm. of Orion, Inc. | 341067 | Frontier Communications of Orion, Inc. |
| | Frontier Comm. of Prairie, Inc. | 341073 | Frontier Communications - Prairie, Inc. |
| | Frontier Comm. of the Carolinas, Inc (IL-Alltel) | 343035 | Frontier Communications of the Carolinas LLC |
| | Frontier Comm.-DePue, Inc. | 340998 | Frontier Communications of DePue, Inc. |
| | Frontier North, Inc (IL-GTE) | 341015 | Frontier North Inc. |
| | Frontier North, Inc. (IL-Contel) | 341036 | Frontier North Inc. |
| | Frontier Comm. of Indiana, Inc. | 320750 | Frontier Communications of Indiana LLC |
| | Frontier Comm. of Thorntown, Inc. | 320828 | Frontier Communications of Thorntown LLC |
| | Frontier Midstates, Inc (IN-Alltel) | 323034 | Frontier Midstates Inc. |
| | Frontier North, Inc (IN-Contel) | 320779 | Frontier North Inc. |
| | Frontier North, Inc (IN-GTE) | 320772 | Frontier North Inc. |
| | Frontier Comm. of Michigan, Inc. | 310682 | Frontier Communications of Michigan, Inc. |
| | Frontier Midstates, Inc (MI-Alltel) | 313033 | Frontier Midstates Inc. |
| | Frontier North, Inc (MI-GTE) | 310695 | Frontier North Inc. |
| | CTC Minnesota-Lakes | 361123 | Frontier Citizens Communications of Minnesota |
| | CTC Minnesota-South | 367123 | Frontier Citizens Communications of Minnesota |
| | Frontier Comm. of Minnesota, Inc. | 361367 | Frontier Communications of Minnesota, Inc. |
| | Frontier Comm. of Mississippi | 280460 | Frontier Communications of Mississippi LLC |
| | CTC Montana | 484322 | Frontier Communications of Montana |
| | Frontier Comm. of the Carolinas, Inc (NC-Contel) | 230509 | Frontier Communications of the Carolinas LLC |
| | Frontier Comm. of the Carolinas, Inc (NC-GTE) | 230479 | Frontier Communications of the Carolinas LLC |

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| | |
|----------------------------------|---|
| (900) Operating Companies | FCC Form 481 |
| Data Collection Form | OMB Control No. 3000-0081/OMB Control No. 3000-0010 |
| | July 2013 |

| | | |
|-------|---|---|
| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
| <810> | Reporting Carrier | Frontier Communications of the South, LLC |
| <811> | Holding Company | Frontier Communications Corporation |
| <812> | Operating Company | Frontier Communications of the South, LLC |

| <813> | <a1> | <a2> | <a3> |
|-------|--|--------|---|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | CTC Nebraska | 371128 | Frontier Communications of Nebraska |
| | Navajo Comm - New Mexico | 494449 | Frontier Navajo Communications / Frontier Navajo Communications Company |
| | CTC of Nevada - North | 554431 | Frontier Communications of Nevada |
| | CTC of Nevada - South | 554432 | Frontier Communications of Nevada |
| | Frontier Comm. of the Southwest, Inc (NV-Contel) | 552302 | Frontier Communications of the Southwest Inc. |
| | CTC of NY - Red Hook | 154533 | Frontier Communications of New York |
| | CTC of NY - Upstate | 154532 | Frontier Communications of New York |
| | CTC of NY - Western Counties | 154534 | Frontier Communications of New York |
| | CTC Ogden, Inc. | 150110 | Frontier Ogden Telephone Company |
| | Frontier Comm. of New York | 150100 | Frontier Communications of New York, Inc. |
| | Frontier Comm. of Sylvan Lake | 150128 | Frontier Communications of Sylvan Lake, Inc. |
| | Frontier Comm.-Ausable Valley | 150072 | Frontier Communications of AuSable Valley, Inc. |
| | Frontier Comm.-Seneca Gorham | 150122 | Frontier Communications of Seneca-Gorham, Inc. |
| | Frontier Telephone of Rochester | 150121 | Frontier Telephone of Rochester, Inc. |
| | Frontier North, Inc (OH-GTE) | 300615 | Frontier North Inc. |
| | Frontier of Michigan, Inc. - Ohio | 300682 | Frontier Communications of Michigan, Inc. |
| | CTC Oregon | 533401 | Frontier Communications of Oregon |
| | Frontier Comm. Northwest, Inc (OR-GTE) | 532416 | Frontier Communications Northwest Inc. |
| | Commonwealth of PA | 170161 | Frontier Communications Commonwealth Telephone Company |
| | Frontier Comm. of Breezewood | 170149 | Frontier Communications of Breezewood, LLC |
| | Frontier Comm. of Canton, Inc. | 170152 | Frontier Communications of Canton, LLC |
| | Frontier Comm. of Oswayo River | 170194 | Frontier Communications of Oswayo River LLC |
| | Frontier Comm. of Pennsylvania | 170168 | Frontier Communications of Pennsylvania, LLC |

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| | |
|---|---|
| (800) Operating Companies Data Collection Form | FCC Form 481 OMB Control No. 3060-0086/ICMB Control No. 3060-0019 July 2013 |
|---|---|

| | | |
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| <010> | Study Area Code | 210318 |
| <015> | Study Area Name | FRONTIER COMM-SOUTH |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
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| <812> | Operating Company | Frontier Communications of the South, LLC |

| <813> | <a1> | <a2> | <a3> |
|-------|--|--------|---|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Frontier Comm.of Lakewood, Inc | 170178 | Frontier Communications of Lakewood, LLC |
| | Frontier Comm. of the Carolinas, Inc (SC-Contel) | 240526 | Frontier Communications of the Carolinas LLC |
| | Frontier Comm. of the Carolinas, Inc (SC-GTE) | 240479 | Frontier Communications of the Carolinas LLC |
| | CTC Tennessee | 294336 | Frontier Communications of Tennessee |
| | CTC Volunteer State | 290580 | Frontier Communications of the Volunteer State |
| | CTC Utah | 504429 | Frontier Communications of Utah |
| | Navajo Comm - Utah | 504449 | Frontier Navajo Communications / Frontier Navajo Communications Company |
| | Frontier Comm. Northwest, Inc (WA-Contel) | 522449 | Frontier Communications Northwest Inc. |
| | Frontier Comm. Northwest, Inc (WA-GTE) | 522416 | Frontier Communications Northwest Inc. |
| | Frontier Comm of St. Croix | 330944 | Frontier Communications - St. Croix LLC |
| | Frontier Comm. of Mondovi, Inc. | 330912 | Frontier Communications of Mondovi LLC |
| | Frontier Comm. of Viroqua, Inc. | 330967 | Frontier Communications of Viroqua LLC |
| | Frontier Comm. of Wisconsin, Inc. | 330964 | Frontier Communications of Wisconsin LLC |
| | Frontier North, Inc (WI-GTE) | 330886 | Frontier North Inc. |
| | Rhineland Telco - Crandon | 330870 | Frontier Rhineland Telephone Company |
| | Rhineland Telco - Headwaters | 330891 | Frontier Rhineland Telephone Company |
| | Rhineland Telco - Rhineland | 330940 | Frontier Rhineland Telephone Company |
| | Rhineland Telco - Rib Lake | 330941 | Rib Lake Telecom, Inc. |
| | CTC West Virginia - Bluefield | 204339 | Frontier Communications of West Virginia |
| | CTC West Virginia - Mountain St. | 200271 | Frontier Communications of West Virginia |
| | CTC West Virginia - St. Marys | 204338 | Frontier Communications of West Virginia |
| | Frontier West Virginia, Inc | 205050 | Frontier West Virginia Inc. |
| | The Southern New England Telephone Company | 135200 | Frontier Communications of Connecticut |

Line 1010 – Voice Services Rate Comparability Compliance

Voice Services Rate Comparability Compliance

The price of Frontier's fixed voice service for each exchange included within this Frontier study area, as listed on Line 703c of this Form 481 report, is below the FCC's reasonable comparability benchmark for voice services of \$47.48 based on the results of the 2015 Urban Rate Survey for fixed Voice and Broadband services released by the Wireline Competition Bureau on April 16, 2015 (WC Docket No. 10-90).

Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

REDACTED FOR PUBLIC INSPECTION
GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC
3 High Ridge Park
Stamford, CT 06905

Florida PSC – Tariff No. 2

Section 2
Original Sheet 1

LIFELINE ASSISTANCE

A. Telecommunications Access System Act of 1991

Pursuant to passage of the Telecommunications Access System of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all Local Exchange Telephone Company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunication access lines per account bill rendered. The Florida Public Service Commission shall determine the amount of the surcharge however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and be itemized at least once annually.

B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)

1. General

- a. This program is a Florida Lifeline Assistance Plan and provides for a credit equal to 100% of the FCC Interstate Subscriber Line Charge (SLC) in addition to a supplemental amount credited to local service monthly billing. Funding for Lifeline Assistance is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.
- b. In order to qualify for the Florida Lifeline Assistance Plan, a customer may self-certify under penalty of perjury, or authorize an agency to verify their participation in at least one of the following programs:
 - Supplemental Security Income (SSI),
 - Supplemental Nutrition Assistance Program,
 - Medicaid,
 - Federal Public Housing Assistance (Section 8),
 - Temporary Assistance for Needy Families (TANF),
 - Low-Income Home Energy Assistance Program (LIHEAP), or
 - National School Lunch Program - Free Lunch.

Issued By: Angie McCall, Manager

Date Issued: January 8, 2015

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REDACTED FOR PUBLIC INSPECTION
GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC
3 High Ridge Park
Stamford, CT 06905

Florida PSC – Tariff No. 2

Section 2
Original Sheet 2

LIFELINE ASSISTANCE

B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)
(Continued)

2. Application and Regulations

Guidelines for implementation of this program are as follows:

- a. Certification Procedures - All applicants for this service are subject to verification with the state agency responsible for administration of the qualifying program. Applicants may self-certify under penalty of perjury by completing the self-certification form.
- b. Processing Procedures - The Telephone Company will process all applications and apply the appropriate credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.
- c. Verification Procedures - The Company will reconcile and confirm eligibility annually following the FCC Sampling Guidelines. Notification of results of sampling will be submitted to USAC on 8-31 and updated on 10-31. Upon determination of ineligibility, the subscriber shall be notified in writing. The subscriber shall have 60-days from the date of such notification to rectify or demonstrate eligibility prior to discontinuance of Lifeline benefits. If subscriber does not rectify or demonstrate eligibility prior the expiration of the 60-days, credit will be discontinued on the bill following written notification to the subscriber.
- d. Lifeline Service can only be associated with the primary residential connection.
- e. Toll blocking service is available to Lifeline Service customers at no charge.
- f. Lifeline Service may not be disconnected for non-payment of toll charges.
- g. Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.

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LIFELINE ASSISTANCE

B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)
(Continued)

3. Rates and Charges

- a. A total credit amount applies to the Lifeline customer's monthly bill as follows:

Monthly Credit

Federal Lifeline Credits for a One-Party Line:

| | |
|---|--------|
| Federal Lifeline Support Credit | \$9.25 |
| (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service) | |

- b. A secondary service order charge does not apply when an existing customer converts their service to Lifeline Assistance.
- c. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.
- d. When a customer is no longer eligible for Lifeline service, the Lifeline credit amount specified in a. preceding, will be discontinued and, if requested by the customer, Transitional Lifeline Assistance will be applied for a period of 1 year. At the end of the 1-year period, regular tariffed rates and charges apply.

C. Transitional Lifeline Assistance Program

1. General

Transitional Lifeline Assistance is a state program, which provides a 30% reduction of the applicable monthly exchange flat rate for Residential Basic Local Service for subscribers who no longer qualify for the Lifeline Assistance Plan.

2. Regulations

A Lifeline Assistance subscriber who requests this service will receive a discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

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