

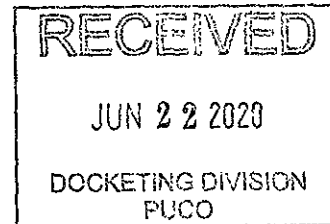
Confidential Release

Case number: 13-1115-TP-COI

Date of Confidential Document: 10/15/2013

Release Date: 6/18/20

Page Count: 29



Document Description: FCC Form 481 Carrier
Annual Reporting

"Consent to Release to the PUCO DIS Website"

Name Jay S. Agranoff

Reviewing Attorney Examiner's Signature

Date Reviewed 6/22/20

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician WON Date Processed 6/23/20

CONFIDENTIAL

Confidential treatment has been requested for the following document:

Case: 13-1115-TP-COI

Page Count: 29

Date Filed: 10/15/2013

Filed by: Cassandra F. Cole

Behalf of: Frontier North, Inc.

Summary of document: FCC FORM 481- Carrier Annual Reporting

RECEIVED-DOCKETING DIV

2013 OCT 15 PM 2:10

PUCO

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	300615
<015> Study Area Name	Frontier North, Inc.
<020> Program Year	2014
<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>	585-777-4557
<039> Contact Email Address: Email of the person identified in data line <030>	cassandra.guinness@ftr.com

ANNUAL REPORTING FOR ALL CARRIERS		54,313 Completion Required	54,422 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input 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)	<input type="text" value="0"/> (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)		<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	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile		<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		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 3006150H510	(attach 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> 3006150H510	(attach 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	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

RECEIVED - DOCKETING DIV
2013 OCT 15 PM 2:05
FCC

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	30615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-771-4557
<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?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 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 (.pdf)

Please check these boxes below to confirm that the attached PDF, 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.

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

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

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@tr.com

[illegible]

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinnes
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@tr.com

1/1/2013

	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

[illegible]

**(710) Broadband Price Offerings
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code

<015>	Study Area Name
-------	-----------------

<020>	Program Year
-------	--------------

<030>	Contact Name - Person USAAC should contact regarding this data
-------	--

<035>	Contact Telephone Number - Number of person identified in data

	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83
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<711>

[illegible]

**(800) Operating Companies
Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@tr.com
<810>	Reporting Carrier	Frontier North Inc.
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier North Inc.

<a1>	<a2>	<a3>
Affiliates	SAC	Doing Business As Company or Brand Designation

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Name of Attached Document (.pdf)

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

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Caraandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	caraandra.guinness@ftr.com

Please check this box to confirm no terrestrial backhaul
options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box 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

Lifeline

Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	30615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	565-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftt.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

30615081210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

<http://www.frontier.com/distanceprograms/LifelineProgram>

"Please check these boxes below to confirm that the attached PDF, 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,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

CONFIDENTIAL INFORMATION—SUBJECT TO PROTECTIVE ORDER IN CC DOCKET NO. 01-92, WC DOCKET NOS. 05-337, 07-135, 10-90 AND GN DOCKET NO. 09-51
BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

(2000) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	306615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com

CHECK the boxes below 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.

<2010>	Incremental Connect America Phase I reporting	<input type="checkbox"/>
<2011>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>

<2012>	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))	<input checked="" type="checkbox"/>
<2013>	2013 Frozen Support Certification	<input type="checkbox"/>
<2014>	2014 Frozen Support Certification	<input type="checkbox"/>
<2015>	2015 Frozen Support Certification	<input type="checkbox"/>
	2016 and future Frozen Support Certification	<input type="checkbox"/>

<2016>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	<input checked="" type="checkbox"/>
	Certification Support Used to Build Broadband	<input type="checkbox"/>

<2017>	Connect America Phase II Reporting (47 CFR § 54.313(e))	<input type="checkbox"/>
<2018>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2019>	5th year Broadband Service Certification	<input type="checkbox"/>
<2020>	Interim Progress Certification	<input type="checkbox"/>

Please check the box to confirm that the attached PDF, 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.

Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

CONFIDENTIAL INFORMATION—SUBJECT TO PROTECTIVE ORDER IN CC DOCKET NO. 01-92, WC DOCKET NOS. 05-337, 07-135, 10-80 AND GN DOCKET NO. 09-51
BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

(3000) Rate of Return Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010> Study Area Code	300615
<015> Study Area Name	Frontier North, Inc.
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding the data	Cassandra Guzman
<035> Contact Telephone Number - Number of person identified in data line <030>	955-777-4557
<039> Contact Email Address - Email Address of person identified in data line <030>	cassandra.guzman@frontier.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 § 54.323(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

	Name of Attached Document Listing Required Information	
(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1)(i), 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		<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3012) PDF of Balance Sheet, Income Statement and Statement of Cash Flows If the response is yes on line 3014, attach your company's RUS annual report and all required documentation If the response is no on line 3014, Is your company audited?		<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3013) 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: (Enter a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows Management letter issued by the independent certified public accountant that performed the company's financial audit		<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3014) 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: 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, Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3023) Underlying information subjected to an officer certification		<input type="checkbox"/> (Yes/No)
(3024) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/> (Yes/No)
(3025) Attach the worksheet listing required information		<input type="checkbox"/> (Yes/No)

Certification - Reporting Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	300615	
<015> Study Area Name	Frontier North, Inc.	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Cassandra Guinness	
<035> Contact Telephone Number - Number of person identified in data line <030>	585-777-4557	
<039> Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@tr.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 North, Inc.
Signature of Authorized Officer:	CERTIFIED ONLINE Date 10/11/2013
Printed name of Authorized Officer:	Ken Mason
Title or position of Authorized Officer:	VP, Regulatory
Telephone number of Authorized Officer:	585-777-5645
Study Area Code of Reporting Carrier:	300615 Filing Due Date for this form: 10/15/2013
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.	

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	300615	
<015> Study Area Name	Frontier North, Inc.	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Cassandra Guinness	
<035> Contact Telephone Number - Number of person identified in data line <030>	585-777-4557	
<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	
<p>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.</p>	
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: _____
<small>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</small>	

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	
<p>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.</p>	
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: _____
<small>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</small>	

CONFIDENTIAL INFORMATION—SUBJECT TO PROTECTIVE ORDER IN CC DOCKET NO. 01-92, WC DOCKET NOS. 05-337, 07-135, 10-90 AND GN DOCKET NO. 09-51
BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Attachments

FCC Form 481

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

Lines 320 and 330 – Unfulfilled Service Requests (broadband)
[47 CFR 54.313(a)(3)]

Lines 430 and 440 and 450 – Number of Complaints per 1,000 customers (broadband)
[47 CFR 54.313(a)(4)]

Line 700 – Company Price Offerings (voice)
[47 CFR 54.313(a)(7)]

Line 710 – Company Price Offerings (broadband)
[47 CFR 54.313(a)(7)]

Lines 1000 and 1010 – Voice Services Rate Comparability
[47 CFR 54.313(a)(10)]

The FCC does not require completion of the above-listed items in the 2013 filing. In the FCC's Public Notice DA 13-1707, released August 6, 2013, these items were not included in the list of items that must be included in the 2013 filing.¹

¹ The Public Notice stated, in relevant part:

For 2013, ETCs that receive high-cost support must complete FCC Form 481 to include the following: Information pursuant to section 54.313(a)(2) through (a)(6) as it relates to their provision of voice telephony service in calendar year 2012; their holding company, operating companies, affiliates (as defined under section 3 of the Communications Act of 1934, as amended (the Act), 47 U.S.C. § 153(2)) that are also designated as ETCs and/or that provide retail broadband Internet access to end-user customers), and any branding, pursuant to section 54.313(a)(8) of the Commission's rules; 6 for those ETCs that serve Tribal lands, a report on Tribal government engagement pursuant to section 54.313(a)(9); for price cap carriers only, certifications pursuant to section 54.313(c) and (d), as appropriate; for rate-of-return carriers only, their financial information pursuant to section 54.313(f)(2), as appropriate; and for those ETCs without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study areas, certifications pursuant to section 54.313(g).

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

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0919
July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@tr.com
<220>		

[illegible]

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.

Line 610 - Description of Functionality in Emergency Situations

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

(600) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<01>	Study Area Code	300615			
<01S>	Study Area Name	Frontier North, Inc.			
<02>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness			
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557			
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com			
<810>	Reporting Carrier	Frontier North Inc.			
<811>	Holding Company	Frontier Communications Corporation			
<812>	Operating Company	Frontier North Inc.			
<813>	Affiliates		<a2> SAC	<a3> 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)	341035		Frontier Communications of the Carolinas Inc.	
	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.	320692		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	361123		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 Inc.	
	Frontier Comm. of the Carolinas, Inc (NC-GTE)	230479		Frontier Communications of the Carolinas Inc.	

(800) Operating Companies

Data Collection Form

FCC Form 481

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

July 2013

<010>	Study Area Code	300615
<015>	Study Area Name	Frontier North, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com
<810>	Reporting Carrier	Frontier North Inc.
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier North Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	CTC Nebraska	37128	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)	552102	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

(800) Operating Companies

Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300615			
<015>	Study Area Name	Frontier North, Inc.			
<020>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness			
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557			
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@fir.com			
<810>	Reporting Carrier	Frontier North Inc.			
<811>	Holding Company	Frontier Communications Corporation			
<812>	Operating Company	Frontier North Inc.			

<813>	<a1>	Affiliates	<a2>	SAC	<a3>	Doing Business As Company or Brand Designation
		Frontier Comm. of Lakewood, Inc	370178			Frontier Communications of Lakewood, LLC
		Frontier Comm. of the Carolinas, Inc (SC-Contel)	240526			Frontier Communications of the Carolinas Inc.
		Frontier Comm. of the Carolinas, Inc (SC-GTE)	240479			Frontier Communications of the Carolinas Inc.
		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	310944			Frontier Communications - St. Croix LLC
		Frontier Comm. of Mondovi, Inc.	310912			Frontier Communications of Mondovi LLC
		Frontier Comm. of Viroqua, Inc.	310967			Frontier Communications of Viroqua LLC
		Frontier Comm. of Wisconsin, Inc.	310964			Frontier Communications of Wisconsin LLC
		Frontier North, Inc (WI-GTE)	310986			Frontier North Inc.
		Rhineland Telco - Crandon	310870			Frontier Rhineland Telephone Company
		Rhineland Telco - Headwaters	310891			Frontier Rhineland Telephone Company
		Rhineland Telco - Rhineland	310940			Frontier Rhineland Telephone Company
		Rhineland Telco - Rib Lake	310941			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.
		C-DON Partnership				C-DON Partnership

(800) Operating Companies

Data Collection Form

FCC Form 481

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

July 2013

<01>	Study Area Code	305615			
<015>	Study Area Name	Frontier North, Inc.			
<020>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness			
<035>	Contact Telephone Number - Number of person identified in data line <030>	565-777-4557			
<039>	Contact Email Address - Email Address of person identified in data line <030>	caguint@frontier.com			
<810>	Reporting Carrier	Frontier North Inc.			
<811>	Holding Company	Frontier Communications Corporation			
<812>	Operating Company	Frontier North Inc.			
<813>					
	<a1>	Affiliates	<a2>	SAC	<a3>
		Citizens Capital Ventures Corp.			Citizens Capital Ventures Corp.
		Citizens Directory Services Company L.L.C.			Citizens Directory Services Company L.L.C.
		Citizens Louisiana Accounting Company			Citizens Louisiana Accounting Company
		Citizens NEWCOM Company			Citizens NEWCOM Company
		Citizens NEWTEL, LLC			Citizens NEWTEL, LLC
		Citizens Pennsylvania Company LLC			Citizens Pennsylvania Company LLC
		Citizens SERP Administration Company			Citizens SERP Administration Company
		Citizens Telecom Services Company L.L.C.			Citizens Telecom Services Company L.L.C.
		Citizens Telecommunications Company of Nebraska			Citizens Telecommunications Company of Nebraska
		Citizens Utilities Capital L.P.			Citizens Utilities Capital L.P.
		Commonwealth Communication, LLC			Commonwealth Communication, LLC
		Commonwealth Telephone Enterprises LLC			Commonwealth Telephone Enterprises LLC
		Commonwealth Telephone Enterprises, LLC			Commonwealth Telephone Enterprises, LLC
		Commonwealth Telephone Management Services, Inc.			Commonwealth Telephone Management Services, Inc.
		CTE Holdings, Inc.			CTE Holdings, Inc.
		CTE Services, Inc.			CTE Services, Inc.
		CTE Telecom, LLC			Frontier Communications CTE Telecom Company
		CTSI, LLC			Frontier Communications CTSI Company
		CU Capital LLC			CU Capital LLC
		CU Wireless Company LLC			CU Wireless Company LLC
		Electric Lightwave NY, LLC			Electric Lightwave NY, LLC
		Evans Telephone Holdings, Inc.			Evans Telephone Holdings, Inc.
		Fairmount Cellular LLC			Fairmount Cellular LLC

Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

BASIC LOCAL EXCHANGE SERVICE TARIFF

P.U.C.O. No. 11

SECTION 8

Frontier North Inc.

1st Revised Sheet No. 1

Cancels Original Sheet No. 1

BASIC TELEPHONE ASSISTANCE

1. LIFELINE

Frontier North Inc. shall provide Lifeline service as defined in 47 C.F.R. § 54.401(a) on a non-discriminatory basis to all qualifying low-income customers. Frontier's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, *et. al*) and any subsequent clarifying orders; Section 4927.13, Revised Code; Rule 4901:1-6-19, Ohio Administrative Code; and, the Commission's nontraditional Lifeline service order (Finding and Order adopted May 23, 2012, Case No. 10-2377-TP-COI) and any subsequent entries and/or orders.

(C)

(C)

(D)

(D)

Issued: June 21, 2012

Effective: June 21, 2012

In Compliance with The Public Utilities Commission of Ohio
Case No. 90-5023-TP-TRF
by Kenneth Mason, Vice President, Government and Regulatory Affairs

BASIC LOCAL EXCHANGE SERVICE TARIFF

P.U.C.O. No. 11

Frontier North Inc.

SECTION 8

1st Revised Sheet No. 2
Cancels Original Sheet No. 2

BASIC TELEPHONE ASSISTANCE

(D)

(D)

Issued: June 21, 2012

Effective: June 21, 2012

In Compliance with The Public Utilities Commission of Ohio
Case No. 90-5023-TP-TRF
by Kenneth Mason, Vice President, Government and Regulatory Affairs

BASIC LOCAL EXCHANGE SERVICE TARIFF

P.U.C.O. No. 11

Frontier North Inc.

SECTION 8

1st Revised Sheet No. 3

Cancels Original Sheet No. 3

BASIC TELEPHONE ASSISTANCE

(D)

(D)

Issued: June 21, 2012

Effective: June 21, 2012

In Compliance with The Public Utilities Commission of Ohio
Case No. 90-5023-TP-TRF
by Kenneth Mason, Vice President, Government and Regulatory Affairs

BASIC LOCAL EXCHANGE SERVICE TARIFF

P.U.C.O. No. 11

Frontier North Inc.

SECTION 8

1st Revised Sheet No. 4

Cancels Original Sheet No. 4

BASIC TELEPHONE ASSISTANCE

(D)

(D)

Issued: June 21, 2012

Effective: June 21, 2012

In Compliance with The Public Utilities Commission of Ohio
Case No. 90-5023-TP-TRF
by Kenneth Mason, Vice President, Government and Regulatory Affairs