Confidential Release

Case number: 13-1115-TP-COI

Date of Confidential Document: 10/15/2013

Release Date: 6/18/20

Page Count: 29

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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

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

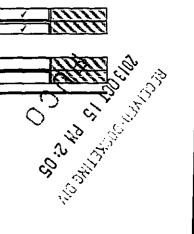
Behalf of: Frontier North, Inc.

Summary of document: FCC FORM 481- Carrier Annual Reporting

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		n 481 - Carrier Annual Reporting Nection Form		FCC Form 481 OMIS Control No: 3060- July 2013	9986/OMB Control No. 3060-0819
20305 Study Area Name 20206 Program Year 20307 Contact Name: Person USAC should contact 20308 Contact Rephone Number: Number of the person identified in data line <0305 20395 Contact Telephone Number: Number of the person identified in data line <0305 20395 Contact Telephone Number: Number of the person identified in data line <0305 20305 Contact Real Address 20306 Contact Real Address 20307 Contact Real Address 20308 Exercise Quality Improvement Reporting 20305 Contact Requests (voice) 20305 Outage Reporting (voice) 20305 Unfulfilled Service Requests (voice) 20305 Fixed 20305 Unfulfilled Service Request (broadband) 20305 Voice Quality Standards & Consumer Protection. 20305 Service Quality Standards & Consumer Protection. 20305 Service Quality Standards & Consumer Protection. <th><010></th> <th>Study Area Code</th> <th>300615</th> <th></th> <th></th>	<010>	Study Area Code	300615		
0300- Contact Republic Vance: 0300- Contact Name: Person USAC should contact Casuandra Guinness 0301- Contact Telephone Number: 545:177:4557 0302- Contact Telephone Number: 545:177:4557 0303- Contact Telephone Number: 545:177:4557 0304- Contact Telephone Number: 543:177:4557 0305- Contact Telephone Number: Completin 1305- Contact Telephone Number: 54:177:4557 0305- Contact Telephone Number: Completin 1305- Contact Telephone Number: 54:177:4557 1306- Contact Telephone Number: Completin Completin 1400- Service Quality Improvement Reporting Completin Completin 1200- Outlage Reporting (volce) 0 [complete stickhes/wwhiter]] [complete stickhes/wwhiter]] [complete stickhes/wwhiter]] 1200- Multiled Service Requests (thoradband) 0 [complete stickhes/wwhiter]] [complete stickhes/wwhiter]] 1200- Multiled Service Requests (thoradband) 0 [complete stickhes/wwither]] [complete stickhes/wwither]] 1200- Multiled Service Re	<015>	Study Area Name	Frontier North, Inc.		
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Number of the person identified in data line <030> c039> Contact Email Address: Email of the person identified in data line <030> caseandra-guinnessattz.com ANNUAL REPORTING FOR ALL CARRIERS Sa.313 Completin Required Sa.313 Completin Required Sa.313 Completin Required Sa.313 Completin Required <100> Service Quality Improvement Reporting (complete stocked workhert) (context stocked workhert) <200> Outage Reporting (voice) (complete stocked workhert) (context stocked workhert) <200> Unfulfilled Service Requests (trocadband) (context stocked workhert) (context stocked workhert) <200> Unfulfilled Service Requests (brocadband) (context stocked workhert) (context stocked workhert) <200> Unfulfilled Service Requests (brocadband) (context stocked workhert) (context stocked workhert) <200> Mumber of Complaints per 1,000 customers (voict (context stocked workhert) (context stocked workhert) <200> Number of Complaints per 1,000 customers (voict (context stocked workhert) (context stocked workhert) <200> Mobile (context stocked workhert) (context stocked workhert) <200> Mobile (context stocked workhert) (context stocked workhert) <	<030>		Cassandra Guinness		
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<2000> (theck to indicate certification)		Price Cap Carriers, Proceed to <u>Price Cap Addition</u>	nal Documentation Workshee		
					
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<3000> (check to indicate certification)
<3005> [complete atlached worksheet]



09/13/2013

1001	11001 Sandra Ottolitte (Imaconamant Damostiae	Eff Form AB1
Data C	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	
<015>	Study Area Name Frontier Sorth, Inc.	
<020>	Program Year 2014	
<030>	Contact Name - Person USAC should contact regarding this data cassandra Guimness	
<3E0>	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.guinnesatttr.com	tk.com
<110>	Has your company received its ETC certification from the FCC? (yes / no)	0 0
<11>	If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5	00
	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.	
	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.	Name of Attached Document (.pdf)
<113> <114>	Maps detailing progress towards meeting plan targets Report how much universal service (USF) support was received	
<115 <116	How (USF) was used to improve service quality How (USF)was used to improve service coverage	
<115 <118	How (USF) was used to improve service capacity Provide an explanation of network improvement targets not met in the prior calendar year.	

FCC Form 481	OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-081	July 2013	
(200) Service Outage Reporting (Voice)	Data Collection Form		

300615	Frontier North, Inc.	2014	Cassandra Guinness
<010> Study Area Code	<015> Study Area Name)(<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030> 585-777-4557

<033> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinaess 2117.com

				_	 	-	_				 _	_	 _	_	 		 _
÷		Preventative	Procedures														
\$		Service Outage	Resolution														
ĉ	Did This Outage	Study Areas	(Yes / No)														
Ş	Sanica Outsoa	Description (Check	all that apply)														1
¢₽	911 Eacilieiae	Affected	(Ves / No)					-	3								
<2>		Total Number of						co ottoobo	הבב מוומרוובה	worksneet							
<[>		Customers Affected								M							
<b4></b4>		Dutage cino Time															
 b3>		Date Date															
<b2></b2>	Contract Con	Time															
<1¢>		Date														i I	
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FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819	July 2013									¢¢\$	Mandatory Extended Area Service Charge														
FC	Ąnr									<b4></b4>	State Universal Service Fee														
- - - -			rth, Inc.		uinness		nnesažítr.com			¢3>	State Subscriber Line Charge	4				· · · · · · · · · · · · · · · · · · ·		 See attached worksheet							
		300615	Frontier North, Inc	\$102	Cassandra Guinness	:030> 585-777-4557	Contact Email Address - Email Address of person identified in data line <030> caasandra .guinneaa#ftr.com	1/1/2013		¢2>	Residential Local Service Rate							See att	-						
					ng this data	ntified in data line •	ntified in data line	1/1		¢1>	Rate Tvoe														
ata					contact regardi	er of person ider	ss of person ide	ctive Date	ervice Charge	<83>	SAC (CETC)														
(700) Price Offerings including Volce Rate Data Data Collection Form		lde	ime		Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Address - Email Addre	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge	<2>>	Exchange (ILEC)	6													
(700) Price Offerings in Data Collection Form		Study Area Code	Study Area Name	Program Year	Contact Name	Contact Telep	Contact Email	Residential Lo	Single State-w	<al></al>	State							_							
(700) Pri Data Coll		<010>	<015>	<020>	<030>	<035>	<039>	<701>	<702>	<703>															

(710) Broadband Price Offerings	FCC form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-0919
	July 2013
<010> Study Area Code	100615
<015> Study Area Name	Frontier Sorth, Inc.

<010>	<010> Study Area Code	100615
<015>	<015> Study Area Name	
<020>	<020> Program Year	2014
<030>	<030> Contact Name - Person USAC should contact regarding this data	Cassandra Ouinness
<035>	<035> Contact Telenhone Number - Number of person identified in data line <030> 585-777-4557	405 585-777-4557

voor context receptors remover remover or person identified in data line voor <033> Contact Email Address - Email Address of person identified in data line <030> cassandra.gui nuessaft tr.con

<d4></d4>	Usage Allowance Action Taken When	Limit Reached (select)															
<d3></d3>	Usage Allowance	(GB)															
<d2></d2>	Broadband Service -	Upload Speed (Mbps)															
<1b>	Broadband Service - Download Speed															 	
9		Total Rate and Fees															
<62>	State Regulated							e attached	worksheet								
 414		Residential Rate						Se	work								
<a2></a2>		Exchange (ILEC)															
cal>		State															
<11/>			·	 <u> </u>	<u> </u>	•	 L	•••••		L		J)	 	نب	 <u> </u> I	

(800) Op	(800) Operating Companies	FCC Form 481
Data Col	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-0819
		study your
<010>	<010> Study Area Code	300615
<015>	<015> Study Area Name	Frontier North, Inc.
<020>	<020> Program Year	2014
<030>	<030> Contact Name · Person USAC should contact regarding this data	Cassandra Guinness
<035>	<035> Contact Telephone Number - Number of person identified in data line <030> 585-777-4557	05 585-777-4557
<039>	c039> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinnesszttr.com	00> cassandra.guinnessitt.com

Frontier Communications Corporation

Frontier North Inc.

<810> Reporting Carrier

		<a3></a3>	Doing Business As Company or Brand Designation		heet										
		<a2></a2>	SAC		See attached worksheet										
<811> Holding Company Frontier Communications Corporation	<812> Operating Company Prontier North Inc.	<813>			saeS										

(900) Tribal Lands Reporting	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

300615	Frontier Korth. Inc.	2014	this data Cassandra Guinness	fied in data line <030> 535-777-4557	filed in data line <030> cassendera.guinnesseftr.com	
<010> Study Area Code	<015> Study Area Name	<020> Program Year	<030> Contact Name - Person USAC should contact regarding this data	<code -="" <030="" contact="" data="" identified="" in="" line="" number="" of="" person="" telephone=""> 585-777-4557</code>	<039> Contact Email Address - Email Address of person identified in data line <030> <a <a="" a="" statemant="" statemant<="" statement="">	
<010>	<015>	<020>	<030>	<035>	<039>	

<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: Needs assessment and deployment planning with a focus on Tribal community anchor institutions; <921>

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

Select (Yes,No, NA)		

Name of Attached Document (.pdf)

(1100) N	(1100) No Terrestrial Backhaul Reporting	FCC Form 481
Data Col	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	<010> Study Area Code	106615
<015>	<015> Study Area Name	Francier Worth, Inc.
<020>	<020> Program Year	2014
<030>	<030> Contact Name - Person USAC should contact regarding this data	Cossandra Guinness
<035>	<035> Contact Telephone Number - Number of person identified in data line <030> 585-777-4557	585-777-4557
<039>	<039> Contact Email Address - Email Address of person identified in data line <030> canaandra.gutnnesseltr.com	cassandta.guinnesseftr.com
	Please check this box to confirm no terrestrial backhaul	

<1120> options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm no terrestrial backhaul

broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers <1130>

(1200) T	(1200) Terms and Condition for Lifeline Customers	FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Co	Data Collection Form	July 2013
<010>	<010> Study Area Code	300615
<015>	<015> Study Area Name	Frontier North, Inc.
<020>	<020> Program Year	MI07
<030>	<030> Contact Name - Person USAC should contact regarding this data	Cassandra Ouinness
<035>	<035> Contact Telephone Number - Number of person identified in data line <030> 565-777-4557	565+777-4557

e Plans
Lifeline
Telephony
of Vaice
& Conditions o
Terms
<1210>

<039> Contact Email Address - Email Address of person identified in data line <030> cassandra.gutinnessett tr.com

3006150H1210 Name of attached document (.pdf)

<1220> Link to Public Website

HTTP http://www.frontier.com/diacountprograms/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,
- <1222> Details on the number of minutes provided as part of the plan,

•

 \Box

<1223> Additional charges for toll calls, and rates for each such plan.

(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 Corriers affiliated with Price Cap Local Exchange Carriers	the state of the s	

ly Area Code 300615 y Area Name Front Jer. North, 3nc. Jam Year 2014 Jac Name - Person USAC should contact regarding this data 2014 Lact Name - Person USAC should contact regarding this data 2015 Lact Feephone Number - Number of person identified in data line c0300 505-177-4557 Sar Femal address. Characs of honson identified in data line c0300 505-177-4557	
	4010b Study Area Code 300615 4015b Study Area Name Front Jer North, Jnc. 4025b Program Year 2014 4020b Program Year 2014 4020b Contact Telephone Number - Number of person identified in data 2014 4030b Contact Telephone Number - Number of person identified in data in e c030b 565-777-4557 4030b Contact Tenail Advices of normal indication data in e c030b 565-777-4557

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support, High Cost support, High Cost support to offset access charge reductions, and Connect America Phase I support I support to the boxes below is access charge reductions, and Connect America Phase I support to the boxes below is access charge reductions, and Connect America Phase I support High Cost support to offset access charge reductions, and Connect America Phase I support to the boxes below is access charge reductions, and Connect America Phase I support to the boxes below is access charge reductions.

		0		
			and in the second	Name of Attached Document Listing Required Information
Incremental Connect America Phase I reporting 2nd Year Certification (47 CFR § 54.313(b)(1)) 3rd Year Certification (47 CFR § 54.313(b)[2])	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a)) 2013 Frozen Support Certification 2014 Frozen Support Certification 2015 Frozen Support Certification 2016 and future Frozen Support Certification	Price Cap Carrier Connect America ICC Support (a7 CFR § 54.313(d)) Certification Support Used to Build Broadband	Connect	Interim Progress Community Anchor Institutions
<2010><2010>	<2012> <2013> <2014> <2015>	<2016>	<2017> <2018> <2019> <2020>	<1202>

(3000) R	(3000) Rate Of Return Carrier Additional Documentation		FCC Form 481
Data Col	Data Colfection Form		OMB Control No. 3060-0988/OMB Control No. 3060-0819
<010>	Study Area Code		
<015>	Study Area Name	Frontier North, Inc.	
	Program Year Contrait Name - Person ISAC shruid contrait rearching the data	Cassandra Guinness	
<035>	Contact Telephone Number - Number of person identified in data line <03	585-272-4552	
<039>		cassandra.quinnessaft.r.con	
""	a de ser en a destructura de la deservação de la destructura de las de las comos de las comos de la comos de la	いん、ストラインの「「「「「「「」」」」」」「「「」」」」」」」」」」」」」」」」」」」」」	المراجعة المراجعة المراجعة المراجعة المراجعة المحكم معرفية المحكمة المراجعة المراجعة المراجعة المراجعة المراجع
CHECK	CHECK the baset below to note compliance on its fire year service quality plan (pursuant to a2 GFR § 54.202(a)) and, for privately held cartiers, ensuring compliance with the financial reporting requirements set forth in 47 GFF baset below to note compliance with the financial reporting requirements set forth in 47	i is fire year service quality plan (pursuant to 42 CFR § 54.202(a)) and, for privately held cartiers, ensuing compliance with the f CFR § 54.31319(12), I further certify that the information reported on this form and in the documents attached below is accurate.	g compliance with the financial reporting requirements set forth in 47 ched below is accurate.
	Progress Report on 5 Year Plan		
(0106)	Miestone Certification (47 CFR § 54.31311/1116)) Plesse check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Lusing Required foformation	
(110E)	contains the incrured information pursuant to § 54 313 (f)(1(1(1), 5, 3 recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor instructions to which began providing access to broadband service in the preceding calendar year		
(2106)		Name of Attached Document Listing Required Information	Pre-train
(* 10E)			(res/ho)
(3012)	requers. Tectorians copy of their annual RUS reports (Operating Report for Felecommunications Borrowers)		
(3016)	PDF of Balance Sheet, income Statenent and Statement of Cash Flows		
(1 (0E) {1 (0E)	If the response is yes on line 3014, attach vour company's RUS amual report and All inquired documentation I <i>l the res</i> ponse is no on line 3014, Is your company audred?	fisme of Attached Document Listing Required Information	[Tres/No)
	If the response is yes on fine 3018, please check the boxes below to confirm year submission, on fine 3026 pursuant to \$54 313(f)(2), contains		
(3019)	f rither a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telek ommunications PDF of Balunce Street, income Statement and Statement of Carb Flows		00
(1405)	Management letter is used by the independent certified public accountant that performed the company's financial audit		
(220E)	If the response is no on line 3018, please check the bases below to confirm your submession, on line 3026 pursuant to § 54.313(1(2), constams: Copy of their financial statement which has been subject to review by an ordependent certified puble accountant; or ?), a financial report in a independent certified puble accountant; or ?), a financial report in a		
(1205)	Borrowers, Underhyng informsteon subjected to a revew by an independent (ertified ouble accountant		
(500£)	unseriying internation subjected to an unker certakation PDF of Butane Sheet, income Statement and Statement of Cash Flows		D
(9006)	Assuch the worksheet isling required information	Name of Attached flocument Listing Required Information	

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> 565-777-4557

Contact Email Address - Email Address of person identified in data line <030> cassatidra.guinnessitr.com

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

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 Kason				
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	0/15/2013		

Certification - Agent / Carrier	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 this data
 Cassandra Guinnesa

 <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.guintessafty.com

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

I certify that (Name of Agent)	Is authorized to submit the information reported on behalf of the reporting of
also certify that I am an officer of the reporting carrier; in agent; and, to the best of my knowledge, the reports and	esponsibilities include ensuring the accuracy of the annual data reporting requirements provided to the author ta 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:

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:
Printed name of Authorized Agent or Employee of Agent:
Title or position of Authorized Agent or Employee of Agent
Title or position of Authorized Agent or Employee of Agent:
Study Area Code of Reporting Carrier:
Persons willfully making faits statements on this form can be punished by fine or forticiture under the Communications Act of 1934, 47 U.S C § 502, 503(b), or fine or imprisonment under Title
18 of the Unded States Code, 18 U S C § 1003

Attachments

09/13/2013

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 returncarriers 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) Servic	(200) Service Outage Reporting (Voice)	rting (Voi	(e)					54	FCC Form 481		
Data Collection Form	tion Form							0 2	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	0-0986/OMB Control	No. 3060-0819
¢10>	Study Area Code					300615					-
1	Study Area Name	 				Frontier N	Frontier North, Inc.				
) '	Program Year					2014					
<030> C	Contact Name - Person USAC should contact regarding this data	erson USA	C should conta	ict regardir	ig this data	Cassandra Guinneas	utnaeas.				
<035> 0	Contact Telephone Number - Number of person identified in data line <030>	e Number	- Number of p	erson iden	tified in data fir		585-777-4557				
<039> C	Contact Email Address - Email Address of person identified in data line <030>	dress - Em	ail Address of p	berson ider	Itified in data li	1 I I	tnó - espues	cassandra.guinnessiftr.com			
<220>											
<8>	<b1></b1>	 \$b2>	<b3></b3>	<b4></b4>	<c1></c1>	<2>		<ê>	\$	<\$>	¢
NORS		Outage		Outage	Number of	Total	911 Facilities	Service Outage	Did This Outage Affect Multiple		
Reference	Dutage Start Start Date Time	Start Time	Outage End Date	End Time		Number of Customers	Affected (Yes / Not	Description [Check all that anothi	Study Areas [Yes / No)	Service Outage Recolution	Preventative
12-18173354	8	11:61	21:01 101/00/00/00	36:61	14939	433054	Yes	911, E911 of NG911 Services only. Other: PSAP down	No	Testored committee	A hr wonitoting
12-10175356		19:13	2102/01/30	17:15	10058	433054	Yes	911, E911 or NG911 Services only. Other: PSAP down	ON UMO	retriance beinter	24 hr wonitoting
12-14216309	9 06/30/2012	25-46	07/:/2012	:1:50	3862	13064	Yes	911, E911 or NG911 Services only, Other: PSAP down	ON LMO	POWER COMMENDAL	24 hr tonitorint
12-18419966	6 07/2/2012	03:32	01/2/2012	10-20	9052	+33054	Yes	911, E911 or NG911 Services only. Other: PSAP down	n No	restored commercial	24 nr tonitorara
12-18420277	7 07/2/2012	04:35	07/2/2012	1:20	689£	433054	Yes	911, E911 or NG911 Services only, Other: PSAP down	n No	sectored commercial	24 ht wonitoring
									-		
	-										

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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.

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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

0 (008)	(800) Operating Companies		FCC Form 481
Data Co	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 Ernail Address - Ernail Address of person identified in data line <030>	cassandra.guinnessaitr.com	
<810>	Reporting Carrier Fronting North Inc.		
<811			
<812>			
<813>	<a1>></a1>	<2e>	
	Affiliates	SAC	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
	CTC Mohave (Rural)	452172	Frontier Citizens Utilities Rural
	Frontier Comm. of the Southwest, Inc (AZ-Contel)	tel) 452302	Frontier Communications of the Southwest Inc.
	Navajo Comm - Arizona	454419	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC California	452308	Frontier Communications of California
	CTC Golden St	543402	Ъ,
		544342	Communications of California
	of the	tel) 541863	Communications of the Sout
		542344	Communications Wes
	GLODAL VALLEY NETWORKS, INC.	542315	Frontier Communications of the South IIC
		220362	Communications of Fairmount
	Comm.	220387	Communications of
	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	CI
	CTC Illinois	341183	210
	Comm Schuyle	341079	Communications
	Frontier Comm Midland, Inc.		Frontier Communications - Midland, Inc.
	Frontier Comm. of Illinois, Inc.	341039	Frontier Communications of Illinois, Inc.

	777-4557
Cassandra Guinness	(030> 585-777-4557
<030> Contact Name - Person USAC should contact regarding this data Cassandra Guinnese	tact Teleph
<030>	<035> Cor

<039> Contact Email Address • Email Address of person identified in data line <030> cansandra.guianessattr.com

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Ц		
er North Inc.		
Frontier		
	Reporting Carrier	
	610> B	

4811> Holding Company Frontier Communications Corporation
 4812> Operating Company Frontier North Inc.

43>	Doing Business As Company or Brand Designation	Frontier Communications of Lakeside, Inc.	Frontier Communications of Mt. Pulaski, Inc.	Frontier Communications of Orion, Inc.	Frontier Communications - Prairie, Inc.	Frontier Communications of the Carolinas Inc.	Frontier Communications of DePue, Inc.	Frontier North Inc.	Frontier North Inc.	Frontier Communications of Indiana LLC	Frontier Communications of Thorntown LLC	Frontier Midstates Inc.	Frontier North Inc.	Frontier North Inc.	Frontier Communications of Michigan, Inc.	Frontier Midstates Inc.	Frontier North Inc.	Frontier Citizens Communications of Minnesota	Frontier Citizens Communications of Minnesota	Frontier Communications of Minnesota, Inc.	Frontier Communications of Mississippi LLC	Frontier Communications of Montana	Frontier Communications of the Carolinas Inc.	Frontier Communications of the Carolinas Inc.	
<32>	SAC	341011	141061	34:067	141073	341035	340998	341015	341036	320750	320828	\$50556	320779	2772	310682	EEOEIC	310695	361123	367123	362367	280460	484322	230509	230479	
(at>	Affiliates	Frontier Comm. of Lakeside, Inc.		Frontier Comm. of Orion, Inc.	Frontier Comm. of Prairie, Inc.	1.5	Frontier CommDePue, Inc.	Frontier North, Inc (IL-GTE)	Frontier North, Inc. (IL-Contel)	Frontier Comm. of Indiana, Inc.	. ~	Frontier Midstates, Inc (IN-Alltel)	Frontier North. Inc (IN-Contel)	Frontier North, Inc (IN-GTE)	Frontier Comm. of Michigan, Inc.	Frontier Midstates, Inc (MI-Alltel)	Frontier North, Inc (MI-GTE)	CTC Minnesota-Lakes	CTC Minnesota-South	Frontier Comm. of Minnesota, Inc.	Frontier Comm. of Mississippi	ļ	Frontier Comm. of the Carolinas, Inc (NC-Contel)	Frontier Comm. of the Carolinas, Inc (NC-GTE)	
<813>	ł	1	I	I	I	I	1	1	I	1	I	I	1	1	I	I	1	I	1	I	1	1	I	1	

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Data Co	row) operating companies Data Collection Form	- - -	PLC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
			STO7 Anr
<010>	5tudy Area Code 300615		
<015>		inc.	
<020>	Program Year		
<030>	 Contact Name - Person USAC should contact regarding this data 	88	
<03S>			
<039>	((nresttr.com	
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<812>	> Operating Company Frontier North Inc.		
<813>	<a>a	<a2></a2>	<33>
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	CTC Nebraska	37:12B	Frontier Communications of Nebraska
	Navajo Comm - New Mexico	< 9449	Frontier Navajo Cormunications / Frontier Navajo Communications Company
	CTC of Nevada - North	554431	Fronter Communications of Nevada
	CTC of Nevada - South	554432	Fronter 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
		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 CommAusable Valley	150072	Frontier Communications of AuSable Valley, Inc.
		150122	of Seneca-Gorham, 1
	Frontier Telephone of Rochester	150121	Frontier Telephone of Rochester, Inc.
	Frontier North, Inc (OH-GTE)	300615	Frontier North Inc.

Frontier Communications Commonwealth Telephone Company

170161

Frontier Comm. Northwest, Inc (OR-GTE)

Commonwealth of PA

Frontier of Michigan, Inc. - Ohio

CTC Oregon

300682

533401

170152

170169

Frontier Comm. of Breezewood Frontier Comm. of Canton, Inc. Frontier Comm. of Oswayo River Frontier Comm. of Pennsylvania

170145

Frontier Communications Northwest Inc.

Frontier Communications of Oregon

Frontier Communications of Michigan, Inc.

Frontier Communications of Breezewood, LLC

Frontier Communications of Canton, LLC

Frontier Communications of Oswayo River LLC Frontier Communications of Pennsylvania, LLC

800) OE	(800) Operating Companies		FCC Form 481	
Data Col	Data Collection Form		OMB Control No. July 2013	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<015>	<015> Study Area Name		Frontier North, Inc.	
<020>	<020> Program Year		2014	
<030>	Contact Name - Person (<030> Contact Name - Person USAC should contact regarding this data	Cassandra Guirness	
<035>	Contact Telephone Num	<035> Contact Telephone Number - Number of person identified in data line <030> 585-777-4557	585-717-4557	
<039	Contact Email Address -	<039> Contact Email Address - Email Address of person identified in data line <030> cassand ra. gu: nue ss & ft r. con	. cassandra.gurnaesaftr.con	
<810>	<810> Reporting Carrier	Frontier North Inc.		
<811>	<811> Holding Company	Frontier Communications Corporation		
<812>	<812> Operating Company	Frontier North Inc.		

<015	<32>	(d3)
C2) PUTTY	, MC	uous and the source of the second of the second sec
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 Inc.
Frontier Comm. of the Carolinas, Inc (SC-GTE)	240475	Frontier Communications of the Carolinas Inc.
CTC Tennessee	294336	Frontier Communications of Tennessee
CTC Volunteer State	290590	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	110944	Frontier Communications - St. Croix LLC
Frontier Comm. of Mondovi, Inc.	330912	Frontier Communications of Mondovi LLC
Frontier Comm. of Viroqua, Inc.	110967	Frontier Communications of Viroqua LLC
Frontier Comm. of Wisconsin, Inc.	130964	Frontier Communications of Wisconsin LLC
Frontier North, Inc (WI-GTE)	330886	Frontier North Inc.
Rhinelander Telco - Crandon	310870	Frontier Rhinelander Telephone Company
Rhinelander Telco - Headwaters	19891	Frontier Rhinelander Telephone Company
Rhinelander Telco - Rhinelander	330940	Frontier Rhinelander Telephone Company
Rhinelander Telco – Rib Lake	190041	Rib Lake Telecom, Inc.
CTC West Virginia - Bluefield	668402 -	Frontier Communications of West Virginia
CTC West Virginia - Mountain St.	t1.2002	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

10.(008) (800).0L	(800) Operating Companies	•	FCC Form 481
Data Col	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>		F	
<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>	chapandra.guinnessiftr.com	
<810>	Frontier Frontier North Inc.		·
<811>			
< <u>812</u>			
<813>	<[e>		<33>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Citizens Capital Ventures Corp.		Citizens Capital Ventures Corp.
	Citizens Directory Services Company L.L	.0.	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
	Telecom Services		Citizens Telecom Services Company L.L.C.
	Citizens Telecommunications Company of Nebraska	braska	Citizens Communications Company of Nebraska
	Citizens Utilities Capital L.P.		
	Commonwealth Communication, LLC		Commonwealth Communication, LLC
J			Telephone Enterprises 1
,	Commonwealth Telephone Enterprises, LLC		Telephone Enterpris
	Commonwealth Telephone Management Services,	s, Inc.	Commonwealth Telephone Management Services, 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 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

(800) Operating Companies	-	FCC Form 481
Data Collection Form	<u>.</u> • :	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code 300615		
	c.	
<020>		
<030> Contact Name - Person USAC should contact regarding this data cassandra cuanteas	U:	
<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 - guinnessxftr.com	jessiitr.com	
-810> Reporting Carrier Frontier North Inc.		
4811> Holding Company Frontier Communications Corporation		
<812> Operating Company Frontier North Inc.		
<813> <a>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Frontier Communications Corporate Services Inc.		Frontier Communications Corporate Services Inc.
Frontier Communications Corporation		Frontier Communications Corporation
Frontier Communications ILEC Holdings Inc.		Frontier Communications ILEC Holdings Inc.
Frontier Communications of America, Inc.		Frontier Communications of America, Inc.
Frontier Communications of Rochester, Inc.		Frontier Communications of Rochester, Inc.
Frontier Communications Online and Long Distance Inc.		Frontier Communications Online and Long Distance Inc.
Frontier Communications Services Inc.		Frontier Communications Services Inc.
Frontier Directory Services Company, LLC		Frontier Directory Services Company, LLC
Frontier InfoServices Inc.		Frontier InfoServices Inc.
Frontier Mobile LLC		Frontier Mobile LLC
Frontier Security Company		Frontier Security Company
Frontier Subsidiary Telco LLC		Frontier Subsidiary Telco LLC
Frontier TechServ, Inc.		Frontier TechServ, Inc.
GVN Services		GVN Services
Mohave Cellular Limited Partnership		Mohave Cellular Limited Partnership
NCC Systems, Inc.		NCC Systems, Inc.
Phone Trends, Inc.		Phone Trends, Inc.
Rhinelander Telecommunications, LLC		Rhinelander Telecommunications, LLC
Rib Lake Cellular for Wisconsin RSA#3, Inc.		Rib Lake Cellular for Wisconsin RSA#3, Inc.

Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

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 COMMISSION AND COM

 P.U.C.O. No. 11
 SECTION 8

 Frontier North Inc.
 1st Revised Sheet No. 1

 Cancels Original Sheet No. 1
 Cancels Original Sheet No. 1

 BASIC TELEPHONE ASSISTANCE
 BASISTANCE

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)

(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

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 COMMISSIONASIC LOCAL EXCHANGE SERVICE TARIFF P.U.C.O. No. 11 SECTION 8

Frontier North Inc.

1st Revised Sheet No. 2

Cancels Original Sheet No. 2

(D)

BASIC TELEPHONE ASSISTANCE

Issued: June 21, 2012

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P.U.C.O. No. 11

SECTION 8

(D)

1st Revised Sheet No. 3

Cancels Original Sheet No. 3

Frontier North Inc.

BASIC TELEPHONE ASSISTANCE

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Frontier North Inc.

P.U.C.O. No. 11

SECTION 8 1st Revised Sheet No. 4 Cancels Original Sheet No. 4

(D)

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