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February 12, 1999

Daisy Crockron, Chief
Docketing Division
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Re: Commission's February 4, 1999 entry in Case No. 96-1175-TP-ORD

Dear Ms. Crockron:

Enclosed are an original and ten copies of the informational response of Frontier Communications of Michigan, Inc. as required by the Commission's February 4, 1999 entry in Case No. 96-1175-TP-ORD.

If you have any questions, please call me at (517) 592-0277.

Sincerely,

*Ron Williams*Ron Williams
Administrative Operations Manager

Enclosures

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 Dana M. Hixon Date Processed Feb 17, 1999



Frontier Communications of Michigan, Inc.

Responses to Appendix A of the Commission's 2/4/99 entry of Case No. 96-1175-TP-ORD:

LECs and IXC's:

1. FC-Michigan is not a toll provider and therefore it does not realize any net toll uncollectibles nor does it have any regulated toll revenues.
2. No impact at this time. FC-Michigan has yet to activate Selective Toll Blocking as the result of a customer switching IXC's after running up a high toll balance.
3. Our billing system is unable to provide a breakdown between past due local and past due toll, but our average past due for all billed services to customers is approximately \$92 per customer. The weighted average time period of accumulation is approximately 27 days past due.
4. FC-Michigan constantly monitors the payment performance of customers to determine if their credit rating needs to be revised. Credit rating, the amount of the past due balance and the number of days past due are the three main items that will determine if the customer will receive a disconnection notice. The minimum period a customer with past due toll would be carried before disconnection is 21 days past due.
5. FC-Michigan's policy is not to take deposits.
6. Not applicable since FC-Michigan's policy is not to take deposits.

For LEC's only:

1. FC-Michigan has agreements with two IXC's to take deposits (if necessary). They are Visions Long Distance America, Inc. and Frontier Communications Services Inc.
2. For disputed toll items, adjustments are given to customer via our billing system and then a corresponding adjustment is passed on to the IXC via the Purchase of Accounts Receivable System (PARS) or settlement statement process. For accounts written off as uncollectible, FC-Michigan passes these uncollectible amounts on to the IXC's via the PARS or settlement statement process. For both disputes and uncollectibles, FC-Michigan receives full recourse. Uncollectible toll totaling \$12,914 was sent back to the IXC's during 1998.
3. Disconnect notices are triggered based on the following criteria:
 - customer has a "poor credit" rating and \$50 balance or higher and 10 days past due
 - customer has a "unknown/new" credit rating and \$75 balance or higher and 10 days past due
 - customer has a "good" credit rating and \$125 balance or higher and 30 days past due
4. The balance due to the IXC must be paid in order to reconnect to the same IXC. If the customer chooses to select a different IXC, FC-Michigan would allow them to do so, and activate Selective Toll Blocking to the IXC that still has an unpaid balance.