



Navajo

UTAH PUBLIC SERVICE COMMISSION  
Federal Regulatory Affairs  
1300 N. 11th St., Suite 710 Washington DC 20037

2014 JUN 23 P 5:10

www.Frontier.com

~~REDACTED~~ FOR PUBLIC INSPECTION

June 18, 2014

**BY HAND**

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

Re: *Connect America Fund*, WC Dkt. No. 10-90; *Lifeline and Link Up Reform and Modernization*, WC Dkt. No. 11-42

Dear Ms. Dortch:

Frontier Communications Corp. hereby files its annual report and certifications as required by sections 54.313 and 54.422 of the Commission's rules. Today Frontier is filing only the documents relevant to the companies listed below. Frontier will complete its filings for all of its companies by the Commission's July 1, 2014 filing deadline. A copy of this report is also being filed with the Universal Service Administrative Company, each relevant State public service commission in which Frontier operates as an ETC, and relevant authorities and Tribal governments pursuant to Section 54.313(i) of the Commission's rules.<sup>1</sup>

Portions of this filing are being made confidentially in accordance with the Federal Communications Commission's ("Commission") *Third Protective Order* in this docket.<sup>2</sup>

Specifically, Frontier requests confidential treatment of the detailed reporting of outages lasting longer than 30 minutes in 2013, which includes the location, cause, duration and efforts taken to prevent further outages. This information is competitively sensitive and is not normally released to the public; release of such sensitive data could give Frontier's competitors an advantage in the markets described therein.<sup>3</sup>

<sup>1</sup> 47 C.F.R. § 54.313(i) (2014).

<sup>2</sup> *In re: Developing a Unified Intercarrier Compensation Regime; Establishing Just and Reasonable Rates for Local Exchange Carriers; Connect America Fund; High-Cost Universal Service Support; A National Broadband Plan for Our Future*, CC Dkt. No. 01-92, WC Dkt. Nos. 07-135, 10-90, 05-337, GN Dkt. No. 09-51, *Third Protective Order*, DA 10-1749 (rel. Aug. 30, 2012).

<sup>3</sup> Frontier notes that section 4.2 of the Commission's rules, which governs disruptions of communications service, states that reports of service disruptions are "presumed to be confidential." 47 C.F.R. § 4.2 (2013).

**REDACTED—FOR PUBLIC INSPECTION**

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

Finally, Frontier requests confidential treatment of its broadband price offerings. While broadband price offerings may be publicly available on a targeted and localized basis, Frontier does not make available a companywide description of its pricing across all markets, which is what this report provides. This information is competitively sensitive as pricing is a key component of broadband competition and is not normally released to the public at this scale; release of such sensitive data could give Frontier's competitors an advantage in the markets described therein.

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

Frontier submits today information for the following companies:

<b>State</b>	<b>Study Area Name</b>	<b>SAC</b>
ID	Frontier Communications Northwest, Inc.	472416
ID	Citizens Frontier –ID	474427
IN	Frontier of Indiana	320750
IN	Frontier North, Inc.	320772
IN	Frontier North, Inc.	320779
IN	Frontier – Thorntown	320828
IN	Frontier Midstates, Inc.	323034
NM	Navajo – NM- Frontier	494449
NC	Frontier Communications of the Carolinas Inc.	230479
NC	Frontier Communications of the Carolinas Inc.	230509
NV	Frontier Communications of the Southwest Inc.	552302
NV	Citizens Frontier –NV	554431
NV	Citizens Frontier –NV	554432
NY	Frontier – Ausable Valley	150072
NY	Frontier Communications of NY	150100
NY	Ogden Telephone	150110
NY	Frontier-Rochester	150121
NY	Frontier – Seneca Gorham	150122
NY	Frontier – Sylvan Lake	150128
NY	Citizens Frontier NY	154532
NY	Citizens Frontier NY	154533
NY	Citizens Frontier NY	154534
OR	Frontier Communications Northwest, Inc.	532416
OR	Citizens Frontier –OR	533401
TN	Citizens Frontier – Volunteer State	290580
TN	Citizens Frontier –TN	294336

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UT	Citizens Frontier -UT	504429
UT	Navajo - UT- Frontier	504449
WV	Citizens Frontier -WV	200271
WV	Citizens Frontier -WV	204338
WV	Citizens Frontier -WV	204339
WV	Frontier West Virginia Inc.	205050

Please feel free to contact me with any further questions.

Sincerely,



Michael D. Saperstein, Jr.  
Vice President, Federal Regulatory Affairs  
Frontier Communications  
(202) 223-6807

Attachment  
cc: Alex Minard

<b>&lt;010&gt;</b> Study Area Code	504449
<b>&lt;015&gt;</b> Study Area Name	NAVAJO-UT-FRONTIER
<b>&lt;020&gt;</b> Program Year	2015
<b>&lt;030&gt;</b> Contact Name: Person USAC should contact with questions about this data	Cassandra Guinness
<b>&lt;035&gt;</b> Contact Telephone Number: Number of the person identified in data line <030>	5857774557 ext.
<b>&lt;039&gt;</b> Contact Email Address: Email of the person identified in data line <030>	cassandra.guinness@ftr.com

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54,313</b> Completion Required	<b>54,422</b> Completion Required
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			(check box when complete)	
<b>&lt;100&gt;</b>	Service Quality Improvement Reporting <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;200&gt;</b>	Outage Reporting (voice) <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;210&gt;</b>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;300&gt;</b>	Unfulfilled Service Requests (voice) <input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;310&gt;</b>	Detail on Attempts (voice) <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right; font-size: small;">(attach descriptive document)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;320&gt;</b>	Unfulfilled Service Requests (broadband) <input type="text" value=""/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;330&gt;</b>	Detail on Attempts (broadband) 504449UT330.pdf <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right; font-size: small;">(attach descriptive document)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;400&gt;</b>	Number of Complaints per 1,000 customers (voice)			
<b>&lt;410&gt;</b>	Fixed <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;420&gt;</b>	Mobile <input type="text" value="0.0"/>			
<b>&lt;430&gt;</b>	Number of Complaints per 1,000 customers (broadband)			
<b>&lt;440&gt;</b>	Fixed <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;450&gt;</b>	Mobile <input type="text" value="0.0"/>			
<b>&lt;500&gt;</b>	Service Quality Standards & Consumer Protection Rules Compliance <span style="float: right; font-size: small;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;510&gt;</b>	504449UT510.pdf <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right; font-size: small;">(attached descriptive document)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;600&gt;</b>	Functionality in Emergency Situations <span style="float: right; font-size: small;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;610&gt;</b>	504449UT610.pdf <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right; font-size: small;">(attached descriptive document)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;700&gt;</b>	Company Price Offerings (voice) <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;710&gt;</b>	Company Price Offerings (broadband) <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;800&gt;</b>	Operating Companies and Affiliates <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;900&gt;</b>	Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> <span style="float: right; font-size: small;">(if yes, complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;1000&gt;</b>	Voice Services Rate Comparability <span style="float: right; font-size: small;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;1010&gt;</b>	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right; font-size: small;">(attach descriptive document)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;1100&gt;</b>	Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> <span style="float: right; font-size: small;">(if not, check to indicate certification)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;1110&gt;</b>	<span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;1200&gt;</b>	Terms and Condition for Lifeline Customers <span style="float: right; font-size: small;">(complete attached worksheet)</span>	<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*

<b>&lt;2000&gt;</b>	<span style="float: right; font-size: small;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;2005&gt;</b>	<span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	<span style="float: right; font-size: small;">(check to indicate certification)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>&lt;3005&gt;</b>	<span style="float: right; font-size: small;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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

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

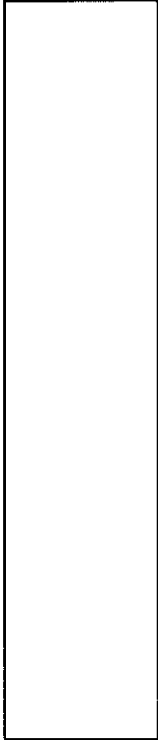
<010> Study Area Code 504449  
 <015> Study Area Name NAVAJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinness@ftr.com

<110> Has your company received its ETC certification from the FCC?  
 if your answer to Line <110> is yes, do you have an existing §54.202(a) "5  
 year plan" filed with the FCC?  (yes / no )

<111>  (yes / no )

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

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



Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

<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.









**(800) Operating Companies Data Collection Form**  
 FCC Form 421  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code 504449  
 <015> Study Area Name NAVAJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 5057774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinness@ftr.com

<810> Reporting Carrier Navajo Communications Company, Inc  
 <811> Holding Company Frontier Communications Corporation  
 <812> Operating Company Navajo Communications Company, Inc

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation

-- See attached worksheet --

**(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 504449  
 <015> Study Area Name NAVAJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 585774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinness@tr.com

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

<920> Tribal Government Engagement Obligation  
 504449TR920.pdf

Name of Attached Document

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

Select (Yes, No, NA)
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

- <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.

**(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	504449
<015>	Study Area Name	NAVAJO-UT-FRONTIER
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com

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

<1130>  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 504449

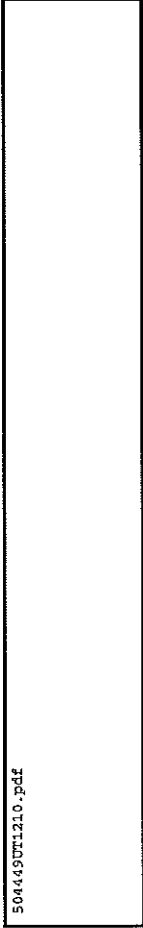
<015> Study Area Name NAVAJO-UT-FRONTIER

<020> Program Year 2015

<030> Contact Name - Person USAC should contact regarding this data Casandra Guimera

<035> Contact Telephone Number - Number of person identified in data line <030> 595774557 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> casandra.guimera@ftr.com



Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP // www.frontier.com/discountprograms/lifelineprogram

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

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

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FCC Form 431  
OMB Control No. 3060-9986/OMB Control No. 3060-0819  
July 2013

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

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

<010> Study Area Code 504449  
 <015> Study Area Name NAVAJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> casedandra.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.

Incremental Connect America Phase I reporting	<input type="checkbox"/>
<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011> 3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))	<input type="checkbox"/>
<2012> 2013 Frozen Support Certification	<input checked="" type="checkbox"/>
<2013> 2014 Frozen Support Certification	<input type="checkbox"/>
<2014> 2015 Frozen Support Certification	<input type="checkbox"/>
<2015> 2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	<input checked="" type="checkbox"/>
<2016> Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))	<input type="checkbox"/>
<2017> 3rd year Broadband Service Certification	<input type="checkbox"/>
<2018> 5th year Broadband Service Certification	<input type="checkbox"/>
<2019> Interim Progress Certification	<input type="checkbox"/>
<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

**REDACTED FOR PUBLIC INSPECTION**  
 FCC Form 481  
 OMB Control No. 3060-0985/OMB Control No. 3060-0819  
 July 2013

**(3000) Rate of Return Carrier Additional Documentation**  
**Data Collection Form**

<010> Study Area Code 504449  
 <015> Study Area Name NAVJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Camaronda Guimera  
 <035> Contact Telephone Number - Number of person identified in data line <030> 585774557 ext.  
 <035> Contact Email Address - Email Address of person identified in data line <030> camaronda.guimera@fcr.com

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(3024) Underlying information subjected to an officer certification.

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

(3026) Attach the worksheet listing required information

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	504449
<b>&lt;015&gt;</b>	Study Area Name	NAVAJO-UT-FRONTIER
<b>&lt;020&gt;</b>	Program Year	2015
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
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: NAVAJO-UT-FRONTIER	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/09/2014
Printed name of Authorized Officer: Ken Mason	
Title or position of Authorized Officer: VP, Business Operations	
Telephone number of Authorized Officer: 5857775645 ext.	
Study Area Code of Reporting Carrier: 504449	Filing Due Date for this form: 06/30/2014
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.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt; Study Area Code</b>	504449
<b>&lt;015&gt; Study Area Name</b>	NAVAJO-UT-FRONTIER
<b>&lt;020&gt; Program Year</b>	2015
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Cassandra Guinness
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	5857774557 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	cassandra.guinness@ftr.com

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

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
<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	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
<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>	



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## Attachments

FCC Form 481

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

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

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<sup>1</sup> The Public Notice stated, in relevant part:

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



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

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

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

Frontier certifies compliance with Utah state consumer protection rules; Utah Rule R746-240 - Telecommunication Service Rules and Rule R746-340 - Service Quality for Telecommunications Corporations.

The Utah state consumer protection rules are available at:

<http://www.rules.utah.gov/publicat/code/r746/r746-240.htm>

<http://www.rules.utah.gov/publicat/code/r746/r746-340.htm>

Row 610 - Description of Functionality in Emergency Situations

In December 2013, the FCC adopted new rules to promote 911 resiliency. Frontier is currently reviewing its back-up power, circuit auditing and network monitoring practices to ensure compliance with the FCC's direction. Frontier's procedures are described below; to the extent that there is any conflict between the FCC's new 911 resiliency rules and Frontier's existing procedures, the existing procedures will be updated to conform to FCC standards within the timeframe specified by the FCC.

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.





(300) Operating Companies  
Data Collection Form

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

<010> Study Area Code 504449  
 <011> Study Area Name NAVAJO-UT-FRONTIER  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 585774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinness@ftr.com

<810> Reporting Carrier Navajo Communications Company, Inc  
 <811> Holding Company Frontier Communications Corporation  
 <812> Operating Company Navajo Communications Company, Inc

<813>	<31>	<42>	<93>
	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
	Citizens Utilities Rural Company	452172	Frontier Citizens Utilities Rural
	Frontier Comm. of the Southwest, Inc (AZ-Contel)	452302	Frontier Communications of the Southwest Inc.
	Navajo Comm - Arizona	454449	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC California	542308	Frontier Communications of California
	CTC California (Golden St)	543402	Frontier Communications of California
	CTC California (Tuolumne)	544342	Frontier Communications of California
	Frontier Comm. of the Southwest, Inc (CA-Contel)	541863	Frontier Communications of the Southwest Inc.
	CTC California (West Coast)	542344	Frontier Communications of California
	CTC-California (Global Valley)	542315	Frontier Communications of California
	Frontier of the South - Florida	210318	Frontier Communications of the South, LLC
	Frontier Comm. of Fairmount	220362	Frontier Communications of Fairmount LLC
	Frontier Comm. of Georgia, Inc.	220397	Frontier Communications of Georgia LLC
	Frontier Comm. of Iowa, Inc.	351127	Frontier Communications of Iowa, LLC
	CTC Idaho	474427	Frontier Communications of Idaho
	Frontier Comm. Northwest, Inc (ID-GTE)	472416	Frontier Communications Northwest Inc.
	CTC Illinois	341183	Frontier Citizens Communications of Illinois
	Frontier Comm. - Schuyler, Inc.	341079	Frontier Communications - Schuyler, Inc.
	Frontier Comm.- Midland, Inc.	341055	Frontier Communications - Midland, Inc.
	Frontier Comm. of Illinois, Inc.	341038	Frontier Communications of Illinois, Inc.



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(800) Operating Companies  
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 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Casandra Guinness  
 <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> casandra.guinness@ctr.com

<810> Reporting Carrier Navajo Communications Company, Inc  
 <811> Holding Company Frontier Communications Corporation  
 <812> Operating Company Navajo Communications Company, Inc

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Lakeside, Inc.	341031	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-Altelt)	343035	Frontier Communications of the Carolinas LLC
	Frontier Comm.-DePue, Inc.	340998	Frontier Communications of DePue, Inc.
	Frontier North, Inc (IL-GTE)	341035	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 Thornton, Inc.	320828	Frontier Communications of Thornton LLC
	Frontier Midstates, Inc (IN-Altelt)	323034	Frontier Midstates Inc.
	Frontier North, Inc (IN-Contel)	320779	Frontier North Inc.
	Frontier North, Inc (IN-GTE)	320772	Frontier North Inc.
	Frontier Comm. of Michigan, Inc.	310682	Frontier Communications of Michigan, Inc.
	Frontier Midstates, Inc (MI-Altelt)	313033	Frontier Midstates Inc.
	Frontier North, Inc (MI-GTE)	310695	Frontier North Inc.
	CTC Minnesota-Lakes	361123	Frontier Citizens Communications of Minnesota
	CTC Minnesota-South	367123	Frontier Citizens Communications of Minnesota
	Frontier Comm. of Minnesota, Inc.	361367	Frontier Communications of Minnesota, Inc.
	Frontier Comm. of Mississippi	280460	Frontier Communications of Mississippi LLC
	CTC Montana	484322	Frontier Communications of Montana
	Frontier Comm. of the Carolinas, Inc (NC-Contel)	230509	Frontier Communications of the Carolinas LLC
	Frontier Comm. of the Carolinas, Inc (NC-GTE)	230479	Frontier Communications of the Carolinas LLC

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 <099> Contact Email Address - Email Address of person identified in data line <030> cassandra.guinness@ftr.com

<810> Reporting Carrier Navejo Communications Company, Inc  
 <811> Holding Company Frontier Communications Corporation  
 <812> Operating Company Navejo Communications Company, Inc

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

(800) Operating Companies  
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July 2013

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<015>	Study Area Name	NAVAJO-UT-FRONTIER		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com		
<810>	Reporting Carrier	Navajo Communications Company, Inc		
<811>	Holding Company	Frontier Communications Corporation		
<812>	Operating Company	Navajo Communications Company, Inc		
<813>				
	Affiliates		SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Lakewood, Inc		170178	Frontier Communications of Lakewood, LLC
	Frontier Comm. of the Carolinas, Inc (SC-Contel)		240526	Frontier Communications of the Carolinas LLC
	Frontier Comm. of the Carolinas, Inc (SC-GTE)		240479	Frontier Communications of the Carolinas LLC
	CTC Tennessee		294336	Frontier Communications of Tennessee
	CTC Volunteer State		290580	Frontier Communications of the Volunteer State
	CTC Utah		504429	Frontier Communications of Utah
	Navajo Comm - Utah		504419	Frontier Navajo Communications / Frontier Navajo Communications Company
	Frontier Comm. Northwest, Inc (WA-Contel)		522449	Frontier Communications Northwest Inc.
	Frontier Comm. Northwest, Inc (WA-GTE)		522416	Frontier Communications Northwest Inc.
	Frontier Comm of St. Croix		330944	Frontier Communications - St. Croix LLC
	Frontier Comm. of Mondovi, Inc.		330912	Frontier Communications of Mondovi LLC
	Frontier Comm. of Viroqua, Inc.		330967	Frontier Communications of Viroqua LLC
	Frontier Comm. of Wisconsin, Inc.		330964	Frontier Communications of Wisconsin LLC
	Frontier North, Inc (WI-GTE)		330886	Frontier North Inc.
	Rhineland Telco - Crandon		330870	Frontier Rhineland Telephone Company
	Rhineland Telco - Headwaters		330891	Frontier Rhineland Telephone Company
	Rhineland Telco - Rhineland		330940	Frontier Rhineland Telephone Company
	Rhineland Telco - Rib Lake		330941	Rib Lake Telecom, Inc.
	CTC West Virginia - Bluefield		204339	Frontier Communications of West Virginia
	CTC West Virginia - Mountain St.		204271	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.

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Line 920 – Tribal Government Engagement Obligation

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*frontier*<sup>®</sup>

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Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans



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EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service

1. Two and Eight Party Services were frozen as of March 1, 1984 and are limited to existing customers in existing locations.
2. Access Line Service is furnished with rotary service as the standard signaling arrangement. Rates for Touch Tone Calling Service are shown in Section 20.
3. The rates for access line service do not include a telephone set with the line.
4. Service Connection Charges for Access Lines are located in Section 15.
5. The Company reserves the right to serve a customer via Rural Radio transmission when physical cable is not feasible.
6. Rural Radio is one party service, which is only available at the Company's option to new customers or existing customers whose facilities are in need of major repair.
7. If Rural Radio is used, the customer will receive Local service from the exchange from which the dial tone is transmitted even though they may be physically located in another exchange. Therefore, calls within the customer's physical exchange will be subject to normal toll charges.
8. The utility shall provide Lifeline telephone service to any applicant that self-certifies that they are currently eligible (though it is not necessary that they be participating) for public assistance under one of the following programs:

Medicaid;  
Supplemental Nutrition Assistance Program;  
Supplemental Security Income;  
Federal Public Housing Assistance (Section 8);  
Low-Income Home Energy Assistance Program'  
National School Lunch Program's free lunch program;  
Temporary Assistance to Needy Families (TANF)

"Applicant," – means the eligible telecommunications customer who owns and resides in a residential property or rents and resides in a residential property.

Self-certification forms will be available at the Utility.

(C)  
|  
(C)

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EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service (continued)

8. Lifeline telephone service will be subject to the following restrictions:

Applicants must be head of household or person in whose name the property or rental agreement resides.

Service will only be provided to the applicant's principal residence.

Applicants will only be allowed to subscribe to a single residential access line.

Income-Based Criteria – The ETCs shall provide lifeline telephone service to any applicant who certifies via supporting documentation, under the penalty of perjury, his household income to be at or below 135 percent of the then applicable Federal Poverty Guidelines.

1. Income-based eligibility is based on family size and actual income, therefore, the Lifeline customers must certify, under the penalty or perjury, the number of individuals residing in their household.
2. A Lifeline customer must certify, under the penalty of perjury, that the documentation presented accurately represents the applicant's annual household income. The following documents, or any combination of these documents, are acceptable for Lifeline certification;

Prior year's state, federal, or tribal tax return;  
Current year-to-date earnings statement from an employer or three consecutive months of paycheck stubs;  
Social Security statement of benefits;  
Veterans Administration statement of benefits;  
Retirement/pension statement of benefits;  
Unemployment/Worker's Compensation statement of benefits;  
Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance; or  
Divorce decree, or child support wage assignment statement.

Lifeline customers are charged the Residence access line rate plus the Federal Subscriber Line Charge. The State Lifeline Discount and Federal Lifeline Discount are applied to the Lifeline customer's Local bill.

Lifeline subscribers may add optional toll blocking functionality to their line at no charge.

Service charges will be waived for changing basic local exchange service to Lifeline Service.

For additional conditions for application of this service see:

- Deposits in Section 3.
- Service charges in Section 15.
- Suspension of Service in Section 16.

(L) Material relocated from Sheet No. 2.1.

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EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service (continued)

9. Enhanced Lifeline Service for Tribal Lands

Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Section 4, Sheet 5, or in one of the following assistance programs:

(T)

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 4, Sheet 2, the resident will receive the state support as well as the additional enhanced federal support.

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>
Navajo	Halchita Montezuma Creek Monument Valley