



UTAH PUBLIC  
SERVICE COMMISSION

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June 30, 2014

State of Utah Public Service Commission  
Secretary, Public Service Commission  
Attn: Bart Croxford  
Heber M. Wells Bldg.  
160 E. 300 S.  
Salt Lake City, UT 84111

Docket No. 14-999-05

Re: Citizens Telecommunications Company of Utah & Navajo Communications Company,  
Inc. Semi-Annual Lifeline report on Advertising of Lifeline

Dear Mr. Croxford:

Please see the enclosed documents demonstrating Lifeline outreach in Utah in compliance with Utah Administrative Code R746-341-7(5) for Citizens Telecommunications Company of Utah and Navajo Communications Company, Inc.

If you have any questions concerning this report, please call me at 972-908-4415.

Sincerely,

Kim Douglass  
Manager - Regulatory Affairs

Enclosures

FRONTIER.COM WEBSITE



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You have selected: Utah

**YOU (OR SOMEONE YOU KNOW) MAY BE ELIGIBLE FOR LOW-COST FRONTIER TELEPHONE SERVICE.**

To receive Lifeline Telephone Service discounts in Utah, you must certify that you or someone in your household currently receives benefits from one of these programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Home Energy Assistance Target (HEAT/HELP)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's Free Lunch Program (NSL)
- Refugee Assistance
- General Assistance
- Head Start (Income-Based)

An eligible resident living on federally recognized Tribal Lands who participates in one of the following federal assistance programs can qualify for Enhanced Tribal Lifeline and Tribal Link-Up Assistance, as follows:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (Income Based) Tribal Only

In either case, you may also qualify if your annual income is at or below 135% of the Federal Poverty Guidelines.

To request an application, please contact the Utah Telephone Assistance Program (UTAP) by calling 1-800-948-7540 (t), by mail at: UTAP Program, PO Box 147140, Salt Lake City, UT 84114-7140 or by visiting their website at <http://jobs.utah.gov/housing/seat/utap.html>. After we receive notification from UTAP of your eligibility, we will establish the effective date for your discounts to begin and issue the appropriate credits.

You must notify Frontier or UTAP when you are no longer eligible for Lifeline. Lifeline service is a non-transferable government assistance program that provides a discount on the cost of monthly telephone service. Lifeline is limited to one discount per household and only eligible customers may enroll. UTAP may request that customers verify continued eligibility.

For further information, please contact [Customer Service](#). We're here to help. A Frontier representative will be happy to answer your questions and assist you.

We care about your experience  
Tweet us @FrontierCorp

GET TO KNOW FRONTIER

- Our Values
- Investor Relations
- AT&T Connected Transactions
- Press Releases

HELP & SUPPORT

- Contact Us
- My Internet Account
- My Business Account
- Internet Tech Support

ADDITIONAL SERVICES

- Frontier Secure
- Frontier Wi-Fi
- Frontier East Region
- Frontier Central Region

# DIRECTORY ADVERTISEMENT

## Assistance & Special Needs, cont.

### Low-Income Assistance Plans

If you've been living without phone service because you couldn't afford it, you may be eligible for special assistance. Frontier has several plans that can help. For more information, refer to the following sections or call our Customer Service and Sales Center.

### Medical Hardship

If you are unable to pay your bill and a medical emergency exists in your household, we can help you. If you file a medical certificate with us, signed by your doctor or an official of your local board of health, on their official stationery, we will continue your service for 30 days.



This certificate can be renewed, but to do this your doctor or official of your local board of health must explain the medical emergency or why service is needed AND you must explain why you are unable to pay your telephone bills. We will not terminate your service during this emergency, but you are still responsible for your bills.

### Services for the Disabled

We offer a variety of special services and equipment for our disabled customers. For more information:

**Voice Users . . . . . 1-800-921-8101**

If we do not have the special type of equipment you require, you should refer to "Telephone Equipment and Systems" in the Yellow Pages.

### Special Rates

Persons with qualifying disabilities, such as physical or visual impairments, may be exempt from directory assistance charges and/or eligible for special rates on direct-dial or station-to-station calls outside of your local calling area. For more details call us at:

**Voice Users . . . . . 1-800-921-8101**



## Lifeline

### Lifeline Assistance

Do you need help paying for phone service? You may be eligible for low-cost Frontier Telephone Service if you, or someone in your household, participate in any of these programs:



- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Home Energy Assistance Target (HEAT/HELP)
- National School Lunch Program's free lunch program
- Temporary Assistance for Needy Families (TANF)
- Refugee Assistance
- General Assistance
- Head Start (income based only)

You may also qualify if your household is at or below 135% of the Federal Poverty Guidelines. Lifeline is a non-transferable government assistance program that provides a discount on the cost of monthly telephone service and is limited to one discount per household and only eligible customers may enroll. In addition to Basic Lifeline, individuals living on federally recognized Tribal Lands who meet any of the above listed eligibility criteria or participate in one of the following federal assistance programs may also qualify for additional monthly discounts through Enhanced Lifeline and up to \$100.00 toward installation fees through the Tribal Link-Up program.

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations

To discuss Lifeline further, or to see if you qualify, contact Frontier Customer Service at 1-800-921-8101 or visit us at [Frontier.com](http://Frontier.com).

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