



UTAH PUBLIC
SERVICE COMMISSION

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January 15, 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

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.

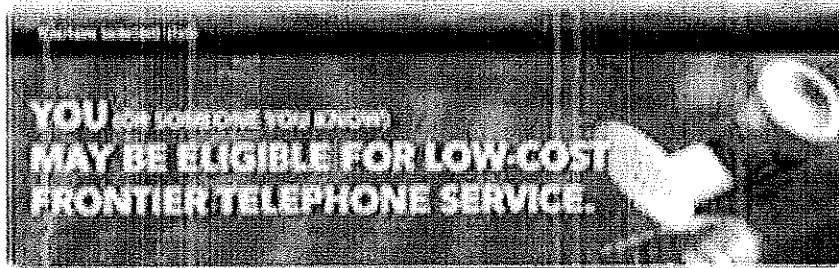
Sincerely,

A handwritten signature in black ink that reads "Kim Douglass" with a long, sweeping horizontal line extending to the right.

Kim Douglass
Manager - Regulatory Affairs

Enclosures

FRONTIER.COM WEBSITE



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 shall also qualify for Enhanced Tribal Lifeline and Tribal Link-Up Assistance:

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

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, by mail at: UTAP Program, PO Box 147140, Salt Lake City, UT 84114-7140 or by visiting their website at <http://info.jobs.utah.gov/ncus/ncusat/utap.html>. After we receive notification from UTAP of your eligibility we will establish the effective date for your discount 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.

To download the Tribal Lifeline application for the state of Utah, [click here](#).

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.

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:

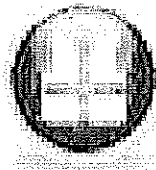
Voice Users 1-800-921-8101



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**.

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Approved by _____ Date _____

--- Okay as is _____ Needs Corrections _____

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