

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)
Section 63.71 Application of)
Frontier Communications Corp.)
For Authority to Discontinue Busy Verification and)
Busy Interrupt Services)

Section 63.71 APPLICATION

Pursuant to Section 214 of the Communications Act and Section 63.71 of the Federal Communications Commission’s (Commission) rules, 47 C.F.R. § 63.71, Frontier Communications Corp. (Frontier) applies for authority to discontinue offering certain Operator Services throughout its territory in the United States.

As required by section 63.71(a) and (c) of the Commission’s rules, Frontier provides the following information:

1. Name and Address of Carrier (47 C.F.R. §§ 63.71(a)(1), (c)(2)):

Frontier Communications Corporation
P. O. Box 5166
Tampa, FL 33675

2. Date of Planned Discontinuance of Service (47 C.F.R. §§ 63.71(a)(2), (c)(2)):

Frontier plans to discontinue this service to its wholesale and retail customers as of June 1, 2018.

3. Brief Description of the Type of Services Affected: (47 C.F.R. §§ 63.71(a)(3), (c)(2)):

- **Busy Verification (BV):** The BV features allow customers to obtain assistance in determining if a called line is in use (verification) by calling the “0” operator;

- **Busy Interrupt (BI):** The BI features allow customers to obtain assistance in interrupting a communication in progress (interrupt) by calling the "0" operator.

Frontier seeks to discontinue these services due to a lack of demand.

4. Brief Description of the Dates and Methods of Notice to all Affected Customers (47 C.F.R. §§ 63.71(c)(3)):

Frontier provided notification to both its wholesale and retail customers of its plans to discontinue these services. For its wholesale customers, Frontier provided notice via its carrier communication website and via email as is customary for wholesale network changes. This notification is attached as Appendix A and is also available at <https://bit.ly/2uBh33S>. For Frontier's retail customers, Frontier ran a bill message nationwide announcing its plans to discontinue the services. The federal notice ran from March 20, 2018 to April 19, 2018 in English and in Spanish where the account indicates such a preference. Frontier routinely uses bill messages to announce important changes to its customers. A sample bill message is attached as Appendix B.

Frontier is sending copies of this application via first class U.S. mail to the public utilities commissions and governors of the affected states, Tribal Nations, and also to the Special Assistant for Telecommunications to the Secretary of Defense as required by Section 63.71(a) of the Commission's rules.

5. Regulatory Classification of Carrier (47 C.F.R. §§ 63.71(c)(4)):

Frontier is non-dominant in the provision of switched access services per the FCC's 2016 decision.¹ Both Busy Verification and Busy Interrupt are part of Frontier's switched access service offerings, so Frontier is considered non-dominant for both products.

Conclusion

The public convenience and necessity will not be adversely affected by the discontinuance of these services because the majority of the market has already replaced these services with other communications services and/or applications, as evidenced by the lack of demand. Frontier respectfully requests that the Commission approve its Section 63.71 Application to discontinue the services discussed herein.

Respectfully submitted,

s/ AJ Burton

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April 19, 2018

¹ *Technology Transitions et al.*, Declaratory Ruling, Second Report and Order, and Order on Reconsideration, 31 FCC Rcd 8283, 8286, para. 8 (2016).