

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Cassandra Guinness |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 5857774557 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | Cassandra.Guinness@ftr.com |

| | |
|-----------|-------------------|
| Form Type | 54.313 and 54.422 |
|-----------|-------------------|

REDACTED FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <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 |

<210> For the prior calendar year, were there any reportable voice service outages? Yes

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**

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

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <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 |

<300> Unfulfilled service request (voice)

170152PA310.pdf

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

| | |
|--|--|
| (400) Number of Complaints per 1,000 customers Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|--|--|

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
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| <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 |
| <400> | Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice | |
| <410> | Complaints per 1000 customers for fixed voice | 0 . 68 |
| <420> | Complaints per 1000 customers for mobile voice | |
| <430> | Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband | |
| <440> | Complaints per 1000 customers for fixed broadband | 0 . 45 |
| <450> | Complaints per 1000 customers for mobile broadband | |

| | | |
|--|--|---|
| (500) Compliance With Service Quality Standards and Consumer Protection Rules | | FCC Form 481 |
| Data Collection Form | | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
| | | July 2013 |

| | | |
|------------------|--|----------------------------|
| <010> | Study Area Code | 170152 |
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| <020> | Program Year | 2018 |
| <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 |
| <500> | Certify compliance with applicable service quality standards and consumer protection rules | Yes |
| 170152PA510 .pdf | | |
| <510> | Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance | |
| <515> | Certify compliance with applicable minimum service standards | |

| | | | |
|---|--|--------------------------------|--|
| (600) Functionality in Emergency Situations Data Collection Form | | REDACTED FOR PUBLIC INSPECTION | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|--------------------------------|--|

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
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| <020> | Program Year | 2018 |
| <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 |
| <600> | Certify compliance regarding ability to function in emergency situations | Yes |
| <610> | Descriptive document for Functionality in Emergency Situations | 170152PA610.pdf |

21.42

[illegible]

REDACTED FOR PUBLIC INSPECTION

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|---|--|
| (710) Broadband Price Offerings Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <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 |

[illegible]

REDACTED FOR PUBLIC INSPECTION

| | |
|---------------------------|---|
| (800) Operating Companies | FCC Form 481 |
| Data Collection Form | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
| | July 2013 |

| | | |
|-------|---|--|
| <010> | Study Area Code | 170152 |
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| <020> | Program Year | 2018 |
| <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 | Frontier Communications of Canton, LLC |
| <811> | Holding Company | Frontier Communications Corporation |
| <812> | Operating Company | Frontier Communications of Canton, LLC |

[illegible]

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

| | | |
|-------|--|----|
| <900> | Does the filing entity offer tribal land services? (Y/N) | No |
|-------|--|----|

| |
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| |
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| |
|--|

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

[illegible]

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
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| <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 |

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 170152PA1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 170152PA1030.pdf

Name of Attached Document

**(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 | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <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 |

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) 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

| | | |
|-------|---|----------------------------|
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| <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 |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<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. ☒

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

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

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental 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

| | | | |
|---------|---|--|-------------------|
| <2011> | 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support. | Yes | |
| <2022> | Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only. | Yes | |
| <2023> | The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only. | Yes | |
| <2024A> | Round 2 Recipient of Incremental Support? | Yes | 170152PA2024.xlsm |
| <2024B> | Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only. | Name of Attached Document Listing Required Information | |
| <2025A> | Round 2 Recipient of Incremental Support? | Yes | |
| <2025B> | Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013). | Name of Attached Document Listing Required Information | |
| | | | 170152PA2025.xlsm |
| <2015> | 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4) | Not Applicable | |

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

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

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Not Applicable

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

Yes

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

201238

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

170152PA2018.xlsm

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

**(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure 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.

| | | | |
|---------|--|--|---|
| (3009) | Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii) | | |
| (3010A) | Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)} | | |
| (3010B) | Please Provide Attachment | Name of Attached Document Listing Required Information | <input type="text"/> |
| (3012A) | Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} | | |
| (3012B) | Please Provide Attachment | Name of Attached Document Listing Required Information | <input type="text"/> |
| (3013) | Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} | (Yes/No) | <input type="radio"/> <input type="radio"/> |
| (3014) | If yes, does your company file the RUS annual report | (Yes/No) | <input type="radio"/> <input type="radio"/> |
| | Please check these boxes to confirm that the attached PDF, 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) | | <input type="checkbox"/> |
| (3016) | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3017) | If the response is yes on line 3014, attach your company's RUS annual report and all required documentation | Name of Attached Document Listing Required Information | <input type="text"/> |
| (3018) | If the response is no on line 3014, is your company audited? | (Yes/No) | <input type="radio"/> <input type="radio"/> |
| | 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 Borrowers | | <input type="checkbox"/> |
| (3020) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3021) | Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. | | <input type="checkbox"/> |
| | 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 | | <input type="checkbox"/> |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | | <input type="checkbox"/> |
| (3024) | Underlying information subjected to an officer certification. | | <input type="checkbox"/> |
| (3025) | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information | <input type="text"/> |

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

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

| | | |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

| | |
|---|--|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|----------------------------|
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| <039> 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:

| | |
|---|---|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
| 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: FRONTIER-CANTON | |
| Signature of Authorized Officer: CERTIFIED ONLINE | Date 06/14/2017 |
| Printed name of Authorized Officer: Allison Ellis | |
| Title or position of Authorized Officer: VP, Regulatory Affairs | |
| Telephone number of Authorized Officer: 9199413005 ext. | |
| Study Area Code of Reporting Carrier: 170152 | Filing Due Date for this form: 07/03/2017 |
| 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. | |

| | |
|---|--|
| Certification - Agent / Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
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| <039> Contact Email Address - Email Address of person identified in data line <030> | 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: |
| 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. | |

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 Firm: | |
| Signature of Authorized Agent or Employee of Agent: | Date: |
| Name of Authorized Agent Employee: | |
| 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: |
| 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. | |

Attachments

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

| | | |
|-------|---|--|
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

Yes

[illegible]

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

(Business and Residence; No Special Access)

| | |
|------------------|--------------------------------|
| State: | PENNSYLVANIA |
| Study Area Code: | 170152 |
| Study Area Name: | Frontier Comm. of Canton, Inc. |

Year:

(A) (B) (C) (D) (E)

| Date of Potential Customer's Request (mm/dd/yyyy) | Date When the Request was Considered Unfulfilled (mm/dd/yyyy) | Name of Exchange/ Wire Center | Description of Service Request | How Service Fulfillment was Attempted/Reason for Unfulfillment (If fulfilled in 2016, include date of fulfillment) |
|---|---|----------------------------------|--------------------------------|--|
|---|---|----------------------------------|--------------------------------|--|



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 if the company does not meet the minimum standards for three (3) consecutive standards, it must self-report the deficiency(ies) to the Commission. 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 ("CPNI") 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 Pennsylvania state consumer protection rules; PA 52 PA Code Chapter 56, Chapter 63 and Chapter 64.

The Pennsylvania state consumer protection rules are available at:

<http://www.pacode.com/secure/data/052/052toc.html>

Row 610 - Description of Functionality in Emergency Situations

In December 2013, the FCC adopted new rules to promote 911 resiliency, including requesting initial certification of substantial progress towards meeting these new requirements by October 15, 2015. See *Improving 911 Reliability; Reliability and Continuity of Communications Networks, Including Broadband Technologies*, 28 FCC Red 17476 (2013); see also *Public Safety and Homeland Security Bureau Announces Effective Dates of 911 Reliability Certification and PSAP Outage Notification Requirements*, Public Notice, 29 FCC Red 13900 (2014). On October 15, 2016, Frontier filed its certification that it is meeting the FCC's substantial progress goals. Specifically, Frontier met and certified to all of the requirements related to back-up power, circuit auditing, and network monitoring practices. Additionally, Frontier's network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations.

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|----------------------------|
| <010> | Study Area Code | 170152 |
| <015> | Study Area Name | FRONTIER-CANTON |
| <020> | Program Year | 2018 |
| <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 |

| | | |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date | 1/1/2017 |
| <702> | Single State-wide Residential Local Service Charge | 21.42 |

<703>

[illegible]

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| (710) Broadband Price Offerings Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
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| <020> | Program Year | 2018 |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |

[illegible]

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| (800) Operating Companies Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
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| <039> Contact Email Address - Email Address of person identified in data line <030> | Cassandra.Guinness@ftr.com |
| <810> Reporting Carrier | Frontier Communications of Canton, LLC |
| <811> Holding Company | Frontier Communications Corporation |
| <812> Operating Company | Frontier Communications of Canton, LLC |

| <813> <a1> | <a2> | <a3> |
|--|--------|---|
| 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 (Tuolomne) | 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. | 220387 | 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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| <813> <a1> | <a2> | <a3> |
|--|--------|--|
| Affiliates | SAC | Doing Business As Company or Brand Designation |
| Frontier Comm. of Lakeside, Inc. | 341011 | 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-Alltel) | 343035 | Frontier Communications of the Carolinas LLC |
| Frontier Comm.-DePue, Inc. | 340998 | Frontier Communications of DePue, Inc. |
| Frontier North, Inc (IL-GTE) | 341015 | 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 Thorntown, Inc. | 320828 | Frontier Communications of Thorntown LLC |
| Frontier Midstates, Inc (IN-Alltel) | 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-Alltel) | 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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| <811> Holding Company | Frontier Communications Corporation |
| <812> Operating Company | Frontier Communications of Canton, LLC |

| <813> <a1> | <a2> | <a3> |
|--|--------|---|
| 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 | Fronter Communications of Nevada |
| CTC of Nevada - South | 554432 | Fronter 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 |

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| <812> Operating Company | Frontier Communications of Canton, LLC |

| <813> <a1> | <a2> | <a3> |
|--|--------|---|
| 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 | 504449 | 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. | 200271 | 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. |
| The Southern New England Telephone Company | 135200 | Frontier Communications of Connecticut |

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| <812> | Operating Company | Frontier Communications of Canton, LLC |

[illegible]

Line 1010 - Voice Services Rate Comparability Compliance

The price of Frontier's fixed voice service for each exchange included within this Frontier study area, as listed on Line 703c of this Form 481 report, is below the FCC's reasonable comparability benchmark for voice services of \$49.51 based on the results of the 2017 Urban Rate Survey for fixed Voice and Broadband services released by the Wireline Competition Bureau on February 14, 2017 (WC Docket No. 10-90).

Line 1030 – Broadband Services Rate Comparability Compliance

The price of Frontier's fixed broadband services for each of the broadband services offered by Frontier within this reported Study Area, as determined by the broadband service's download and upload bandwidths and usage allowance, is below the FCC's reasonable comparability benchmarks for fixed broadband services, based on the supported service's download and upload bandwidths and usage allowance, as reflected in the results of the 2017 Urban Rate Survey for fixed Voice and Broadband Services released by the Wireline Competition Bureau on February 14, 2017 (WC Docket No. 10-90).

Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)

| Number | Name | Street Address | State | Zip |
|--------|------|----------------|-------|-----|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

LINE 2024

<2024A> Round 2 Recipient of Incremental Support? Yes

<2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.

Please complete the statement below:

| | Year 3 |
|---|--------|
| The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is: | \$0.00 |

FCC Form 481 OMB Control No. 3060-0986

Please use this tab to report census block information indicating where funding was spent.

| Census block information (Federal Information Processing Standard (FIPS) code) | Funding spent per census block | NECA assigned operating company code (OCN) | Study Area Code (SAC) |
|--|--------------------------------|--|-----------------------|
| | | | |
| | | | |
| | | | |
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| | | | |

LINE 2025

<2025A> Round 2 Recipient of Incremental Support? Yes

<2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).

Please use this tab to report Geocoded Information.

| Census block information (Federal Information Processing Standard (FIPS) code) | NECA assigned operating company code (OCN) | Study Area Code (SAC) | Common Language Location Identifier (CLLI) code | Latitude (to six decimal places) | Longitude (to six decimal places) |
|--|--|-----------------------|---|----------------------------------|-----------------------------------|
| | | | | | |
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