

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
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<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)

442080TX310.pdf

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

442080TX330.pdf

<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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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
<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	0.97
<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	0.33
<450>	Complaints per 1000 customers for mobile broadband	

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

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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
442080TX510 .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
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<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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	442080TX610.pdf

<C>

[illegible]

REDACTED FOR PUBLIC INSPECTION

<b>(710) Broadband Price Offerings</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	442080
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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

[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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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 Southwest Incorporated
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Southwest Incorporated

[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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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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 442080TX1010.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 442080TX1030.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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP [www.frontier.com/discountprograms/lifelineprogram](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

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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

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.
- <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.
- <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.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <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).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Not Applicable

Not Applicable

Not Applicable

No

Name of Attached Document Listing  
Required Information

No

Name of Attached Document Listing  
Required Information

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.

11372602

<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

442080TX2018.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

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
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<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

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

July 2013

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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

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

<010>	Study Area Code	442080
<015>	Study Area Name	GTE SW VERIZON-TX
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<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
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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

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

<010> Study Area Code	442080
<015> Study Area Name	GTE SW VERIZON-TX
<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

**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: GTE SW VERIZON-TX	
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: 442080	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.	

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

<010> Study Area Code	442080
<015> Study Area Name	GTE SW VERIZON-TX
<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

**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	
<p>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.</p>	
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:
<p>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.</p>	

**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	
<p>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.</p>	
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:
<p>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.</p>	

## Attachments

## Data Collection Form

FCC Form 481

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

<010>	Study Area Code	442080
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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>	<a href="mailto:cassandra.guinness@ftr.com">cassandra.guinness@ftr.com</a>

Yes

[illegible]

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

(Business and Residence; No Special Access)

State:	TEXAS
Study Area Code:	442080
Study Area Name:	GTE SW VERIZON-TX

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)



FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

(Business and Residence; No Special Access)

State:	TEXAS
Study Area Code:	442080
Study Area Name:	GTE SW VERIZON-TX

Year: 2016

(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 330 -

Frontier works to satisfy all service requests, but not every initiated order is ultimately fulfilled. There are occasions when broadband service cannot be installed at the requesting address location due to reasons such as distance, capacity, and equipment incompatibility. In those cases, Frontier will review whether it can provide broadband service from other access points or utilize available equipment. If Frontier's review is unsuccessful, then the order is cancelled and the customer is notified.

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 Texas state consumer protection rules and state service quality rules; Chapter 26. Substantive Rules Applicable to Telecommunications, Subchapter B Customer Service and Protection, § 26.21 – 26.37 and Subchapter C Infrastructure and Reliability, § 26.51 – 26.57.

Service quality metrics are monitored on a monthly basis and reported on a quarterly basis, *as may be required by applicable rules and regulations*. The Texas state service quality rules and state consumer protection rules are available at:

<http://www.puc.texas.gov/agency/rulesnlaws/subrules/telecom/Telecom.aspx>

#### 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	442080
<015>	Study Area Name	GTE SW VERIZON-TX
<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	

<703>

[illegible]

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[illegible]

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1. **Introduction**

2. **Background**

3. **Methodology**

4. **Results**

5. **Discussion**

6. **Conclusion**

7. **References**

8. **Appendix**

9. **Figure 1**

10. **Figure 2**

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The first step in the process of identifying a problem is to recognize that there is a problem. This can be done by looking at the current situation and comparing it to what you would like to see. Once you have identified a problem, the next step is to determine its causes. This can be done by asking questions such as "What are the factors that contribute to this problem?" and "Why does this problem exist?" Once you have determined the causes of a problem, the next step is to develop a plan to address it. This plan should include specific actions that will be taken to solve the problem, as well as a timeline for when these actions will be completed. Finally, once a plan has been developed, it is important to implement it and monitor progress. This can be done by setting up regular check-ins to assess how well the plan is working and making adjustments as needed.

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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

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Figure 1 is a 3D bar chart illustrating the percentage of respondents by age group and gender who use various digital devices. The chart is divided into two main sections: 'Smartphone' and 'Tablet'. Each section has bars for 'Male' and 'Female' across four age groups: 18-24, 25-34, 35-44, and 45-54. The y-axis represents the percentage from 0 to 100. The legend indicates that blue bars represent Male and pink bars represent Female.

Device	Gender	18-24	25-34	35-44	45-54
Smartphone	Male	95	85	75	65
	Female	90	80	70	60
Tablet	Male	80	70	60	50
	Female	75	65	55	45

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Figure 1 is a 3D bar chart illustrating the percentage of respondents by age group and gender who use mobile devices to access the Internet. The chart is divided into three sections: 'All respondents', 'Male respondents', and 'Female respondents'. The Y-axis represents 'Percentage of respondents' from 0 to 100. The X-axis represents 'Age group' with categories: 18-24, 25-34, 35-44, 45-54, 55-64, 65-74, and 75+. The Z-axis represents 'Gender' with categories: Male and Female. The bars are color-coded: light blue for Male and light orange for Female. The chart shows that mobile device usage is highest among younger age groups (18-24) and is more prevalent among male respondents than female respondents across all age groups.

Section	Age group	Male (%)	Female (%)
All respondents	18-24	85	75
	25-34	75	65
	35-44	65	55
	45-54	55	45
	55-64	45	35
	65-74	35	25
	75+	25	15
Male respondents	18-24	85	-
	25-34	75	-
	35-44	65	-
	45-54	55	-
	55-64	45	-
	65-74	35	-
	75+	25	-
Female respondents	18-24	-	75
	25-34	-	65
	35-44	-	55
	45-54	-	45
	55-64	-	35
	65-74	-	25
	75+	-	15

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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
<810> Reporting Carrier	Frontier Southwest Incorporated
<811> Holding Company	Frontier Communications Corporation
<812> Operating Company	Frontier Southwest Incorporated

<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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<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	442080
<015> Study Area Name	GTE SW VERIZON-TX
<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.
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<812> Operating Company	Frontier Southwest Incorporated

<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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<812> Operating Company	Frontier Southwest Incorporated

<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	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

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<015> Study Area Name	GTE SW VERIZON-TX
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<812> Operating Company	Frontier Southwest Incorporated

<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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<015>	Study Area Name	GTE SW VERIZON-TX
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<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.
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<810>	Reporting Carrier	Frontier Southwest Incorporated
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Southwest Incorporated

[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)**

<b>Number</b>	<b>Name</b>	<b>Street Address</b>	<b>State</b>	<b>Zip</b>
1	WALL ELEMENTARY	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
2	WALL HIGH SCHOOL	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
3	WALL MIDDLE	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
4	WALL PPCD	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
5	WALL SP PROG	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
6	FAIRVIEW VOCATIONAL TRAINING	8065 TEXAS LOOP 570 WALLTX 76957	TX	76957
7	FAIRVIEW ACCELERATED DAEP	8065 LOOP 570 WALLTX 76957	TX	76957
8	CHRISTOVAL HIGH SCHOOL	20454 RANCH ROAD 2084 CHRISTOVALTX 76935	TX	76935
9	CHRISTOVAL INDEPENDENT SCHOOL DISTRICT	20454 TOE NAIL TRAIL CHRISTOVALTX 76935	TX	76935
10				
11				