**FCC Form 481 - Carrier Annual Reporting Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <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> | 585-777-4557 |
| <039> | Contact Email Address: Email of the person identified in data line <030> | cassandra.guinness@ftr.com |

| ANNUAL REPORTING FOR ALL CARRIERS | | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|---|---|---|
| | | | *(check box when complete)* | |
| <100> | Service Quality Improvement Reporting | *(complete attached worksheet)* | | |
| <200> | Outage Reporting (voice) | *(complete attached worksheet)* | ✔ | ✔ |
| <210> | ✔ <-- check box if no outages to report | | | |
| <300> | Unfulfilled Service Requests (voice) | 0 | ✔ | |
| <310> | Detail on Attempts (voice) | *(attach descriptive document)* | | |
| <320> | Unfulfilled Service Requests (broadband) | | | |
| <330> | Detail on Attempts (broadband) | *(attach descriptive document)* | | |
| <400> | Number of Complaints per 1,000 customers (voice) | | ✔ | ✔ |
| <410> | Fixed | 0.92 | | |
| <420> | Mobile | | | |
| <430> | Number of Complaints per 1,000 customers (broadband) | | | |
| <440> | Fixed | | | |
| <450> | Mobile | | | |
| <500> | Service Quality Standards & Consumer Protection Rules Compliance | *(check to indicate certification)* | ✔ | ✔ |
| <510> | 474427ID510 | *(attached descriptive document)* | ✔ | ✔ |
| <600> | Functionality in Emergency Situations | *(check to indicate certification)* | ✔ | ✔ |
| <610> | 474427ID610 | *(attached descriptive document)* | ✔ | ✔ |
| <700> | Company Price Offerings (voice) | *(complete attached worksheet)* | | |
| <710> | Company Price Offerings (broadband) | *(complete attached worksheet)* | | |
| <800> | Operating Companies and Affiliates | *(complete attached worksheet)* | ✔ | ✔ |
| <900> | Tribal Land Offerings (Y/N)? ○ ● | *(if yes, complete attached worksheet)* | | |
| <1000> | Voice Services Rate Comparability | *(check to indicate certification)* | | |
| <1010> | | *(attach descriptive document)* | | |
| <1100> | Terrestrial Backhaul (Y/N)? ● ○ | *(if not, check to indicate certification)* | | |
| <1110> | | *(complete attached worksheet)* | | |
| <1200> | Terms and Condition for Lifeline Customers | *(complete attached worksheet)* | | ✔ |

**Price Cap Carriers, Proceed to <u>Price Cap Additional Documentation Worksheet</u>**

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

| | | | | |
|---|---|---|---|---|
| <2000> | | *(check to indicate certification)* | ✔ | |
| <2005> | | *(complete attached worksheet)* | ✔ | |

**Rate of Return Carriers, Proceed to <u>ROR Additional Documentation Worksheet</u>**

| | | | | |
|---|---|---|---|---|
| <3000> | | *(check to indicate certification)* | | |
| <3005> | | *(complete attached worksheet)* | | |

**(100) Service Quality Improvement Reporting**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

| | | |
|---|---|---|
| <110> | Has your company received its ETC certification from the FCC? | (yes / no ) ○ ● |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) ○ ○ |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | | |
|---|---|---|
| <113> | Maps detailing progress towards meeting plan targets | ☐ |
| <114> | Report how much universal service (USF) support was received | ☐ |
| <115> | How (USF) was used to improve service quality | ☐ |
| <116> | How (USF)was used to improve service coverage | ☐ |
| <117> | How (USF) was used to improve service capacity | ☐ |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. | ☐ |

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

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

| | | |
|---|---|---|
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| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

<220>

| <a> NORS Reference Number | <b1> Outage Start Date | <b2> Outage Start Time | <b3> Outage End Date | <b4> Outage End Time | <c1> Number of Customers Affected | <c2> Total Number of Customers | <d> 911 Facilities Affected (Yes / No) | <e> Service Outage Description (Check all that apply) | <f> Did This Outage Affect Multiple Study Areas (Yes / No) | <g> Service Outage Resolution | <h> Preventative Procedures |
|---|---|---|---|---|---|---|---|---|---|---|---|
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-- See attached worksheet --

**(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 | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2013 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
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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 | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

<711>

| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **Residential Rate** | **State Regulated Fees** | **Total Rate and Fees** | **Broadband Service - Download Speed (Mbps)** | **Broadband Service - Upload Speed (Mbps)** | **Usage Allowance (GB)** | **Usage Allowance Action Taken When Limit Reached {*select*}** |
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| | | -- See attached worksheet -- | | | | | | |
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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

| | | |
|---|---|---|
| <010> | Study Area Code | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | Citizens Telecommunications Company of Idaho |
| <811> | Holding Company | Frontier Communications Corporation |
| <812> | Operating Company | Citizens Telecommunications Company of Idaho |

**<813>**

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |

-- See attached worksheet --

**(900) Tribal Lands Reporting**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

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:

| | | Select (Yes,No, NA) |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions; | |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

**(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 | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box 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 | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <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 — 474427ID1210

Name of attached document (.pdf)

<1220> Link to Public Website — HTTP //www.frontier.com/discountprograms/lifelineprogram

"Please check these boxes below to confirm that the attached PDF, 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. ✔

**(2000) Price Cap Carrier Additional Documentation**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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July 2013

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| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen 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**

| | | |
|---|---|---|
| <2010> | 2nd Year Certification {47 CFR § 54.313(b)(1)} | ☐ |
| <2011> | 3rd Year Certification {47 CFR § 54.313(b)(2)} | ☐ |

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

| | | |
|---|---|---|
| <2012> | 2013 Frozen Support Certification | ✔ |
| <2013> | 2014 Frozen Support Certification | ☐ |
| <2014> | 2015 Frozen Support Certification | ☐ |
| <2015> | 2016 and future Frozen Support Certification | ☐ |

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

| | | |
|---|---|---|
| <2016> | Certification Support Used to Build Broadband | ✔ |

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

| | | | |
|---|---|---|---|
| <2017> | 3rd year Broadband Service Certification | | ☐ |
| <2018> | 5th year Broadband Service Certification | | ☐ |
| <2019> | Interim Progress Certification | | ☐ |
| <2020> | Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | ☐ |
| <2021> | Interim Progress Community Anchor Institutions | Name of Attached Document Listing Required Information | _____ |

**(3000) Rate Of Return Carrier Additional Documentation**

**Data Collection Form**

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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|---|---|---|
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring 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.**

**Progress Report on 5 Year Plan**

| | | | |
|---|---|---|---|
| (3010) | Milestone Certification {47 CFR § 54.313(f)(1)(i)}<br>Please check this box to confirm that the attached PDF , on line 3012, | Name of Attached Document Listing Required Information | ☐ |
| (3011) | contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | |
| (3012) | Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} | Name of Attached Document Listing Required Information | |
| (3013) | Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} | | ☐ (Yes/No) |
| (3014) | If yes, does your company file the RUS annual report | | ☐ (Yes/No) |
| | 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) | | ☐ |
| (3016) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (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 | |
| (3018) | If the response is no on line 3014, Is your company audited? | | ☐ (Yes/No) |
| | 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 | | ☐ |
| (3020) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3021) | Management letter issued by the independent certified public accountant that performed the company's financial audit. | | ☐ |
| | 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, | | ☐ |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | | ☐ |
| (3024) | Underlying information subjected to an officer certification. | | ☐ |
| (3025) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information | |

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

| | | |
|---|---|---|
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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> | 585-777-4557 |
| <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: | CITIZENS-FRONTIER-ID | | |
| Signature of Authorized Officer: | CERTIFIED ONLINE | Date | 09/20/2013 |
| Printed name of Authorized Officer: | Ken Mason | | |
| Title or position of Authorized Officer: | VP, Regulatory | | |
| Telephone number of Authorized Officer: | 585-777-5645 | | |
| Study Area Code of Reporting Carrier: | 474427 | Filing Due Date for this form: | 10/15/2013 |

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<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
| <010> | Study Area Code | 474427 |
| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <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 or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

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

FCC Form 481

Line 100 – Service Quality Improvement Reporting
[47 CFR 54.313(a)(1)]

Lines 320 and 330 – Unfulfilled Service Requests (broadband)
[47 CFR 54.313(a)(3)]

Lines 430 and 440 and 450 – Number of Complaints per 1,000 customers (broadband)
[47 CFR 54.313(a)(4)]

Line 700 – Company Price Offerings (voice)
[47 CFR 54.313(a)(7)]

Line 710 – Company Price Offerings (broadband)
[47 CFR 54.313(a)(7)]

Lines 1000 and 1010 – Voice Services Rate Comparability
[47 CFR 54.313(a)(10)]

The FCC does not require completion of the above-listed items in the 2013 filing. In the FCC's Public Notice DA 13-1707, released August 6, 2013, these items were not included in the list of items that must be included in the 2013 filing.[1]

[1] The Public Notice stated, in relevant part:

> For 2013, ETCs that receive high-cost support must complete FCC Form 481 to include the following: Information pursuant to section 54.313(a)(2) through (a)(6) as it relates to their provision of voice telephony service in calendar year 2012; their holding company, operating companies, affiliates (as defined under section 3 of the Communications Act of 1934, as amended (the Act), 47 U.S.C. § 153(2)) that are also designated as ETCs and/or that provide retail broadband Internet access to end-user customers), and any branding, pursuant to section 54.313(a)(8) of the Commission's rules; 6 for those ETCs that serve Tribal lands, a report on Tribal government engagement pursuant to section 54.313(a)(9); for price cap carriers only, certifications pursuant to section 54.313(c) and (d), as appropriate; for rate-of returncarriers only, their financial information pursuant to section 54.313(f)(2), as appropriate; and for those ETCs without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study areas, certifications pursuant to section 54.313(g).

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.

Line 610 - Description of Functionality in Emergency Situations

The Frontier ILEC companies certify that they follow best practices that are designed to allow them to remain functional in an emergency situation through the use of back-up power to ensure functionality in the event of a limited commercial power failure. Frontier's policy is that at sites where there is a generator, it will also have batteries capable of providing three-to-four hours of backup power. Sites that are provisioned to allow portable generators typically have up to eight hours of battery backup power available. Frontier adheres to formal maintenance and testing schedules of batteries and generators based on the GTE practices, the Bell standard and manufacturer standards. Batteries are load tested routinely. On site generators are tested monthly with an annual "blackout" test also incorporated. Routine maintenance occurs regularly throughout the year. Portable generators are load tested once a year along with performing the manufacturer recommended maintenance.

The companies' network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations. Carrier audits its circuits in order to provide redundancy in its network where feasible for use in re-rerouting traffic when facilities are damaged.

**(800) Operating Companies**
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July 2013

| | | |
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| <015> | Study Area Name | CITIZENS-FRONTIER-ID |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Cassandra Guinness |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 585-777-4557 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | cassandra.guinness@ftr.com |

| | | |
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| <811> | Holding Company | Frontier Communications Corporation |
| <812> | Operating Company | Citizens Telecommunications Company of Idaho |

<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 |
| CTC Mohave (Rural) | 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 | 452308 | Frontier Communications of California |
| CTC Golden St | 543402 | Frontier Communications of California |
| CTC Tuolomne | 544342 | Frontier Communications of California |
| Frontier Comm. of the Southwest, Inc (CA-Contel) | 541863 | Frontier Communications of the Southwest Inc. |
| Frontier West Coast, Inc (CA) | 542344 | Frontier Communications West Coast Inc. |
| Global Valley Networks, Inc. | 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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| | **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 Inc. |
| | 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 Inc. |
| | Frontier Comm. of the Carolinas, Inc (NC-GTE) | 230479 | Frontier Communications of the Carolinas Inc. |

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<813>

| <a1> Affiliates | <a2> SAC | <a3> 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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|---|---|---|
| **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 Inc. |
| Frontier Comm. of the Carolinas, Inc (SC-GTE) | 240479 | Frontier Communications of the Carolinas Inc. |
| 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. |
| Rhinelander Telco - Crandon | 330870 | Frontier Rhinelander Telephone Company |
| Rhinelander Telco - Headwaters | 330891 | Frontier Rhinelander Telephone Company |
| Rhinelander Telco - Rhinelander | 330940 | Frontier Rhinelander Telephone Company |
| Rhinelander 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. |
| C-DON Partnership | | C-DON Partnership |

| (800) Operating Companies<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
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|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Citizens Capital Ventures Corp. | | Citizens Capital Ventures Corp. |
| Citizens Directory Services Company L.L.C. | | Citizens Directory Services Company L.L.C. |
| Citizens Louisiana Accounting Company | | Citizens Louisiana Accounting Company |
| Citizens NEWCOM Company | | Citizens NEWCOM Company |
| Citizens NEWTEL, LLC | | Citizens NEWTEL, LLC |
| Citizens Pennsylvania Company LLC | | Citizens Pennsylvania Company LLC |
| Citizens SERP Administration Company | | Citizens SERP Administration Company |
| Citizens Telecom Services Company L.L.C. | | Citizens Telecom Services Company L.L.C. |
| Citizens Telecommunications Company of Nebraska | | Citizens Communications Company of Nebraska |
| Citizens Utilities Capital L.P. | | Citizens Utilities Capital L.P. |
| Commonwealth Communication, LLC | | Commonwealth Communication, LLC |
| Commonwealth Telephone Enterprises LLC | | Commonwealth Telephone Enterprises LLC |
| Commonwealth Telephone Enterprises, LLC | | Commonwealth Telephone Enterprises, LLC |
| Commonwealth Telephone Management Services, Inc. | | Commonwealth Telephone Management Services, Inc. |
| CTE Holdings, Inc. | | CTE Holdings, Inc. |
| CTE Services, Inc. | | CTE Services, Inc. |
| CTE Telecom, LLC | | Frontier Communications CTE Telecom Company |
| CTSI, LLC | | Frontier Communications CTSI Company |
| CU Capital LLC | | CU Capital LLC |
| CU Wireless Company LLC | | CU Wireless Company LLC |
| Electric Lightwave NY, LLC | | Electric Lightwave NY, LLC |
| Evans Telephone Holdings, Inc. | | Evans Telephone Holdings, Inc. |
| Fairmount Cellular LLC | | Fairmount Cellular LLC |

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| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Frontier Communications Corporate Services Inc. | | Frontier Communications Corporate Services Inc. |
| Frontier Communications Corporation | | Frontier Communications Corporation |
| Frontier Communications ILEC Holdings Inc. | | Frontier Communications ILEC Holdings Inc. |
| Frontier Communications of America, Inc. | | Frontier Communications of America, Inc. |
| Frontier Communications of Rochester, Inc. | | Frontier Communications of Rochester, Inc. |
| Frontier Communications Online and Long Distance Inc. | | Frontier Communications Online and Long Distance Inc. |
| Frontier Communications Services Inc. | | Frontier Communications Services Inc. |
| Frontier Directory Services Company, LLC | | Frontier Directory Services Company, LLC |
| Frontier InfoServices Inc. | | Frontier InfoServices Inc. |
| Frontier Mobile LLC | | Frontier Mobile LLC |
| Frontier Security Company | | Frontier Security Company |
| Frontier Subsidiary Telco LLC | | Frontier Subsidiary Telco LLC |
| Frontier TechServ, Inc. | | Frontier TechServ, Inc. |
| GVN Services | | GVN Services |
| Mohave Cellular Limited Partnership | | Mohave Cellular Limited Partnership |
| NCC Systems, Inc. | | NCC Systems, Inc. |
| Phone Trends, Inc. | | Phone Trends, Inc. |
| Rhinelander Telecommunications, LLC | | Rhinelander Telecommunications, LLC |
| Rib Lake Cellular for Wisconsin RSA#3, Inc. | | Rib Lake Cellular for Wisconsin RSA#3, Inc. |
| | | |
| | | |
| | | |
| | | |

# Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

RATES (continued)

A3 Local Exchange Network Access Line (1) (continued)

B4 Idaho Telephone Service Assistance Program (ITSAP) (Lifeline) (2)

| | Monthly Credit | |
|---|---|---|
| A monthly credit on residence primary network access lines will be given to qualified customers. | | |
| Federal and State Lifeline Credits for a One-Party Line: | | |
| a. Federal Lifeline Support Credit (includes Federal End User Common Line Credit of $6.50 and remainder $2.75 credit covers basic service) | $9.25 | (T) |
| b. State Credit | 3.50 | |

B5 Seasonal service (3) (T)

Seasonal service for residence one-party service within the exchange areas of Garden Valley, Riggins, Cascade, Donnelly, McCall, and New Meadows.

| | Monthly Rate | Billing Code |
|---|---|---|
| One party | $15.13 | SEAS |

(1) In addition to the rates stated above, applicable surcharges in Schedule No. Z, trouble isolation charge under Rates A3 B8, and service connection charges in Schedule No. A-5 also apply.
(2) See Condition A14. (D)
(3) See Condition A8. (T)
(D)

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A14 Idaho Telephone Service Assistance Program (ITSAP) (Lifeline)

B1 The ITSAP (Lifeline) provides for a credit against the recurring monthly rate for the provision of local residential service for certain low income customers.

B2 The ITSAP (Lifeline) credit is only available to residence customers who meet eligibility requirements shown below set forth by Idaho Code 56-901 through 56-905.

- Medicaid (N)
- Supplemental Nutrition Assistance program
- Supplemental Security income
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program
- National School Lunch Program's free lunch program
- Temporary Assistance for Needy Families; or

B3 Income Eligible (Income cannot exceed 135% of the Federal Poverty guideline). (N)

B4 The credit is applicable only to the customer's principal residence line. (T)

B5 The credit is shown in Schedule No. A-1, A3.

B6 A surcharge applicable to all non participants to fund the credit is shown in Schedule No. Z. (T)