REDACTED FOR PUBLIC INSPECTION

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	204339
<015>	Study Area Name	CITIZENS-FRONTIER-WV
<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	0.0		
<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>	204339WV510	*(attached descriptive document)*	✓	✓
<600>	Functionality in Emergency Situations	*(check to indicate certification)*	✓	✓
<610>	204339WV610	*(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	204339
<015>	Study Area Name	CITIZENS-FRONTIER-WV
<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-WV
<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

-- 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

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<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**
				-- See attached worksheet				
				--				

(710) Broadband Price Offerings
Data Collection Form

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July 2013

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<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*}**
		-- See attached worksheet --						

(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	Citizens Telecommunications Company Of West Virginia
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Citizens Telecommunications Company Of West Virginia

<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

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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

<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;	NA
<922>	Feasibility and sustainability planning;	NA
<923>	Marketing services in a culturally sensitive manner;	NA
<924>	Compliance with Rights of way processes	NA
<925>	Compliance with Land Use permitting requirements	NA
<926>	Compliance with Facilities Siting rules	NA
<927>	Compliance with Environmental Review processes	NA
<928>	Compliance with Cultural Preservation review processes	NA
<929>	Compliance with Tribal Business and Licensing requirements.	NA

(1100) No Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481
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July 2013

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<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
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July 2013

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<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 — WV CTC WV lifeline

Name of attached document (.pdf)

<1220> Link to Public Website — HTTP 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

FCC Form 481
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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	_____

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(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

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

<010>	Study Area Code	204339
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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:	CITIZENS-FRONTIER-WV		
Signature of Authorized Officer:	CERTIFIED ONLINE	Date	09/12/2013
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:	204339	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 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 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).

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

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July 2013

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<220>

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

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
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cassandra.guinness@ftr.com

<810>	Reporting Carrier	Citizens Telecommunications Company Of West Virginia
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Citizens Telecommunications Company Of West Virginia

<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.

(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	204339
<015>	Study Area Name	CITIZENS-FRONTIER-WV
<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 West Virginia

<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 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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<812>	Operating Company	Citizens Telecommunications Company Of West Virginia

<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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<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 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

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<812>	Operating Company	Citizens Telecommunications Company Of West Virginia

<813>

<a1>	<a2>	<a3>
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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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

GENERAL CUSTOMER SERVICES TARIFF

S3.5 Enhanced Tel-Assistance Service

S3.5.1 General

The Enhanced Tel-Assistance Service is an offering designed to help qualified, low-income, individuals pay for their Local Exchange Service. Such qualified low-income customers will receive a federal credit reducing the rate for local telephone service. In addition, Enhanced Tel-Assistance customers who elect Basic Calling Plan will receive a credit for usage charges. (O)

A qualifying low-income individual means a consumer who is a recipient of:

- Medicaid
- Supplemental Nutrition Assistance Program (C)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8) (C)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program (N)
- Temporary Assistance to Needy Families (TANF)
- Benefits under other income related state program (C)

The Department of Human Services shall establish, by rules and regulations, procedures to inform persons of their eligibility, assist in proving their eligibility, and determine on a continuing basis the eligibility of persons receiving Enhanced Tel-Assistance Service and communicate such determinations to the Company.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0917-T-T dated July 26, 2012, effective August 1, 2012.

GENERAL CUSTOMER SERVICES TARIFF

S3. Local Exchange Service (Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.2 Applications and Regulations

(A) Enhanced Tel-Assistance Service is exchange service and, as such, is subject to the regulations governing Local Exchange Service in Section 3.4 of this tariff. The rates specified therein for Enhanced Tel-Assistance Service apply in addition to the rates for Local Exchange Service in Section 3.4, preceding, except as may otherwise be specified following.

(B) Enhanced Tel-Assistance Service are available to qualified, low-income individuals and is provided with Local Exchange Service (Basic Calling Plan, Community Calling Plan, Community Plus Plan and Premium Calling Plan).

(C) No other exchange service may be provided on the same premises with an Enhanced Tel-Assistance Service to either the Enhanced Tel-Assistance Service customer or any other person. In addition, an Enhanced Tel-Assistance Service customer may not subscribe to foreign central office, foreign exchange or foreign zone services.

(D) Enhanced Tel-Assistance Service customers subscribing to Basic Calling Plan will receive a state usage allowance not to exceed $2.00 per month. Such usage may be either local or Company provided long distance service (this includes all intraLATA toll calls billed by the local exchange carrier). (O)

(E) Enhanced Tel-Assistance customers will receive a Federal credit for support in the amount of $9.25 and will be applied to the monthly local exchange service charge. (D) (O)

(F) Enhanced Tel-Assistance customers may subscribe to a-la-carte features located in Section 11 of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0917-T-T dated July 26, 2012, effective August 1, 2012.

GENERAL CUSTOMER SERVICES TARIFF

S3. Local Exchange Service (Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.3 Rates and Charges

(A) An existing customer, eligible for Enhanced Tel-Assistance Service may apply for such service without paying a service ordering charge or line connection charge. Should an existing Enhanced Tel-Assistance Service customer lose his or her eligibility and change to another class of residential service, the Company will not apply a service charge to the customer.

Applicable Service Charges, in Section S4 will apply for initial installation of new service or for transferring service from one location to another location.

(O)
(O)

(B) The monthly rate for Enhanced Tel-Assistance Service for Local Calling Plans are as follows. Refer to Section 14 of this tariff for rates for Packages and Bundles.

Residence One-Party	Monthly Rate Market Area "A" (1)	Monthly Rate Market Area "B" (2)	Billing Code	
Basic Calling Plan (3)	$ 6.00	$ 6.00	R1LIF	
Community Calling Plan	$15.00	$12.00	RUSS2	
Community Plus Plan	$22.00	$19.00	RUSS3	
Premium Calling Plan	$29.00	$26.00	RUSS4	
Federal Lifeline Support Credit (applies to all above plans)	$ 9.25 (D)	$ 9.25 (D)	RUSFF	(C)

(O)
(O)

(O)

(1) All Exchanges not listed in Market Area "B"
(2) Moorefield Exchange only
(3) $2.00 State Enhanced Tel-Assistance Maximum usage credit applies pursuant to 3.5.2.(D). (I)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0917-T-T dated July 26, 2012, effective August 1, 2012.