

Attachments

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution
(Business and Residence; No Special Access)

State:	MINNESOTA
Study Area Code:	361123
Study Area Name:	CTC Minnesota-Lakes

Year:

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



Line 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 Minnesota state consumer protection rules; Minnesota Rules Ch. 7810 – Telephone Utilities, Minnesota Rules Ch. 7811 – Telecommunications – Small Local Providers, Minnesota Rules Ch. 7812 – Telecommunications – Large Local Providers, Minnesota Statutes 325F.675 – Fraud Related to Consumer Telephone Records, Minnesota Statutes 325F.692 – Fraudulent Telephone Services; Billing and Minnesota Statutes 325F.693 – Fraudulent Telephone Services; Slamming."

The Minnesota state consumer protection rules are available at:

<https://www.revisor.mn.gov/rules/?id=7810>

<https://www.revisor.mn.gov/rules/?id=7812>

<https://www.revisor.mn.gov/statutes/?id=325F.675>

<https://www.revisor.mn.gov/statutes/?id=325F.692>

<https://www.revisor.mn.gov/statutes/?id=325F.693>

<https://www.revisor.mn.gov/rules/?id=7811>

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.

REDACTED FOR PUBLIC INSPECTION

(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	361123
<015>	Study Area Name	CITIZENS-FRONTIER-MN
<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>

<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
MN	ALBORN, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	ALMELUND, MN		FR	15.25	0.0	0.0	13.48	28.73
MN	ALVARADO, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	ARCO, MN		FR	15.25	0.0	0.0	1.4	16.65
MN	ARGYLE, MN		FR	15.25	0.0	0.0	1.52	16.77
MN	ASKOV, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	ATWATER, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	AURORA, MN		FR	15.25	0.0	0.0	3.6	18.85
MN	BABBITT, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	BEAR RIVER, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	BELGRADE, MN		FR	15.25	0.0	0.0	0.35	15.6
MN	BIG FALLS, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	BLOOMING PRAIRIE, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	BOYD, MN		FR	15.25	0.0	0.0	3.16	18.41
MN	BRIMSON, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	BROOKSTON, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	BROWNSDALE, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	BUTTERFIELD, MN		FR	15.25	0.0	0.0	2.9	18.15
MN	BYRON, MN		FR	15.25	0.0	0.0	3.6	18.85
MN	CANNON FALLS, MN		FR	15.25	0.0	0.0	0.45	15.7
MN	CHERRY GROVE, MN		FR	15.25	0.0	0.0	0.85	16.1

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MN	CLAREMONT, MN		FR	15.25	0.0	0.0	3.04	18.29
MN	CLARKFIELD, MN		FR	15.25	0.0	0.0	0.35	15.6
MN	CLARKS GROVE, MN		FR	15.25	0.0	0.0	2.85	18.1
MN	CLEAR LAKE, MN		FR	15.25	0.0	0.0	2.7	17.95
MN	CLEARWATER, MN		FR	15.25	0.0	0.0	2.7	17.95
MN	COMFREY, MN		FR	15.25	0.0	0.0	0.95	16.2
MN	COSMOS, MN		FR	15.25	0.0	0.0	1.4	16.65
MN	COTTONWOOD, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	CRANE LAKE, MN		FR	15.25	0.0	0.0	0.37	15.62
MN	CROMWELL, MN		FR	15.25	0.0	0.0	8.41	23.66
MN	DELANO, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	DELFT, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	DENHAM, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	DEXTER, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	DODGE CENTER, MN		FR	15.25	0.0	0.0	5.93	21.18
MN	ELLENDALE, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	ELROSA, MN		FR	15.25	0.0	0.0	5.84	21.09
MN	ELY, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	EMBARRASS, MN		FR	15.25	0.0	0.0	2.4	17.65
MN	ERICSBURG, MN		FR	15.25	0.0	0.0	3.92	19.17
MN	FINLAYSON, MN		FR	15.25	0.0	0.0	0.93	16.18

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MN	FLOODWOOD, MN		FR	15.25	0.0	0.0	4.19	19.44
MN	FOUNTAIN, MN		FR	15.25	0.0	0.0	2.3	17.55
MN	GARRISON, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	GATEWAY, MN		FR	15.25	0.0	0.0	0.55	15.8
MN	GHENT, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	GREANEY, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	HALLOCK, MN		FR	15.25	0.0	0.0	0.95	16.2
MN	HANLEY FALLS, MN		FR	15.25	0.0	0.0	1.45	16.7
MN	HARDWICK, MN		FR	15.25	0.0	0.0	3.55	18.8
MN	HAYFIELD, MN		FR	15.25	0.0	0.0	0.3	15.55
MN	HAZEL RUN, MN		FR	15.25	0.0	0.0	2.55	17.8
MN	HECTOR, MN		FR	15.25	0.0	0.0	0.8	16.05
MN	HERMAN, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	HOLLANDALE, MN		FR	15.25	0.0	0.0	2.35	17.6
MN	HOYT LAKES, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	INTERNATIONAL FALLS, MN		FR	15.25	0.0	0.0	0.87	16.12
MN	ISABELLA, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	ISLE, MN		FR	15.25	0.0	0.0	1.95	17.2
MN	JACOBSON, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	JASPER, MN		FR	15.25	0.0	0.0	1.6	16.85
MN	KABETOGAMA, MN		FR	15.25	0.0	0.0	4.01	19.26

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MN	KANDIYOHI, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	KENNEDY, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	KENYON, MN		FR	15.25	0.0	0.0	1.94	17.19
MN	KETTLE RIVER, MN		FR	15.25	0.0	0.0	1.9	17.15
MN	KIMBERLY, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	LAKE LILLIAN, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	LINDSTROM, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	LITTLEFORK, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	LYND, MN		FR	15.25	0.0	0.0	3.05	18.3
MN	MALMO, MN		FR	15.25	0.0	0.0	0.75	16.0
MN	MAPLE PLAIN, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	MAYER, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	MCGRATH, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	MCGREGOR, MN		FR	15.25	0.0	0.0	1.1	16.35
MN	MEADOWLANDS, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	MILACA, MN		FR	15.25	0.0	0.0	1.05	16.3
MN	MOUND, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	MOUNTAIN LAKE, MN		FR	15.25	0.0	0.0	0.85	16.1
MN	NEW GERMANY, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	NICKERSON, MN		FR	15.25	0.0	0.0	1.02	16.27
MN	ODIN, MN		FR	15.25	0.0	0.0	3.75	19.0

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MN	ONAMIA, MN		FR	15.25	0.0	0.0	1.0	16.25
MN	OSLO, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	PALISADE, MN		FR	15.25	0.0	0.0	1.1	16.35
MN	PALO, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	PEASE, MN		FR	15.25	0.0	0.0	3.65	18.9
MN	PRINSBURG, MN		FR	15.25	0.0	0.0	0.65	15.9
MN	RANIER, MN		FR	15.25	0.0	0.0	3.32	18.57
MN	RAYMOND, MN		FR	15.25	0.0	0.0	1.86	17.11
MN	SCANDIA-MARINE, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	ST. BONIFACIUS, MN		FR	23.01	0.0	0.0	0.0	23.01
MN	STEPHEN, MN		FR	15.25	0.0	0.0	0.0	15.25
MN	STURGEON LAKE, MN		FR	15.25	0.0	0.0	3.3	18.55
MN	SVEA, MN		FR	15.25	0.0	0.0	3.75	19.0
MN	TAYLORS FALLS, MN		FR	15.25	0.0	0.0	13.85	29.1
MN	TOWER, MN		FR	15.25	0.0	0.0	1.59	16.84
MN	TWO HARBORS, MN		FR	15.25	0.0	0.0	3.81	19.06
MN	TYLER, MN		FR	15.25	0.0	0.0	0.45	15.7
MN	WAHKON, MN		FR	15.25	0.0	0.0	3.7	18.95
MN	WANAMINGO, MN		FR	15.25	0.0	0.0	1.94	17.19
MN	WARBA, MN		FR	15.25	0.0	0.0	2.25	17.5
MN	WARREN, MN		FR	15.25	0.0	0.0	0.46	15.71

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<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates 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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[Redacted Data]								

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<010>	Study Area Code	361123
<015>	Study Area Name	CITIZENS-FRONTIER-MN
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<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
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[REDACTED DATA]									
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<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 Rates and Fees	Broadband Service Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken	Usage Allowance When Limit Reached {select}

**(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	361123
<015>	Study Area Name	CITIZENS-FRONTIER-MN
<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

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(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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[Redacted Data Table Content]									
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**(710) Broadband Price Offerings
Data Collection Form**

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(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates 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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[Redacted Data]								

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[Redacted Data]								

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REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies

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
<810>	Reporting Carrier	Citizens Telecommunications Company of Minnesota,LLC
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Citizens Telecommunications Company of Minnesota,LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Alabama, Inc.	250306	Frontier Communications of Alabama, LLC
	Frontier Comm. of Lamar County	250301	Frontier Communications of Lamar County, LLC
	Frontier of the South - Alabama	250318	Frontier Communications of the South, LLC
	CTC White Mountains	454426	Frontier Communications of the White Mountains
	Citizens Utilities Rural Company	452172	Frontier Citizens Utilities Rural
	Frontier Comm. of the Southwest, Inc (AZ-Contel)	452302	Frontier Communications of the Southwest Inc.
	Navajo Comm - Arizona	454449	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC California	542308	Frontier Communications of California
	CTC California (Golden St)	543402	Frontier Communications of California
	CTC California (Tuolomne)	544342	Frontier Communications of California
	Frontier Comm. of the Southwest, Inc (CA-Contel)	541863	Frontier Communications of the Southwest Inc.
	CTC California (West Coast)	542344	Frontier Communications of California
	CTC-California (Global Valley)	542315	Frontier Communications of California
	Frontier of the South - Florida	210318	Frontier Communications of the South, LLC
	Frontier Comm. of Fairmount	220362	Frontier Communications of Fairmount LLC
	Frontier Comm. of Georgia, Inc.	220387	Frontier Communications of Georgia LLC
	Frontier Comm. of Iowa, Inc.	351127	Frontier Communications of Iowa, LLC
	CTC Idaho	474427	Frontier Communications of Idaho
	Frontier Comm. Northwest, Inc (ID-GTE)	472416	Frontier Communications Northwest Inc.
	CTC Illinois	341183	Frontier Citizens Communications of Illinois
	Frontier Comm. - Schuyler, Inc.	341079	Frontier Communications - Schuyler, Inc.
	Frontier Comm.- Midland, Inc.	341055	Frontier Communications - Midland, Inc.
	Frontier Comm. of Illinois, Inc.	341038	Frontier Communications of Illinois, Inc.

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<810>	Reporting Carrier	Citizens Telecommunications Company of Minnesota,LLC
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Citizens Telecommunications Company of Minnesota,LLC

<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	Citizens Telecommunications Company of Minnesota,LLC

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	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	CITIZENS-FRONTIER-MN
<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	Citizens Telecommunications Company of Minnesota,LLC
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Citizens Telecommunications Company of Minnesota,LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm.of Lakewood, Inc	170178	Frontier Communications of Lakewood, LLC
	Frontier Comm. of the Carolinas, Inc (SC-Contel)	240526	Frontier Communications of the Carolinas LLC
	Frontier Comm. of the Carolinas, Inc (SC-GTE)	240479	Frontier Communications of the Carolinas LLC
	CTC Tennessee	294336	Frontier Communications of Tennessee
	CTC Volunteer State	290580	Frontier Communications of the Volunteer State
	CTC Utah	504429	Frontier Communications of Utah
	Navajo Comm - Utah	504449	Frontier Navajo Communications / Frontier Navajo Communications Company
	Frontier Comm. Northwest, Inc (WA-Contel)	522449	Frontier Communications Northwest Inc.
	Frontier Comm. Northwest, Inc (WA-GTE)	522416	Frontier Communications Northwest Inc.
	Frontier Comm of St. Croix	330944	Frontier Communications - St. Croix LLC
	Frontier Comm. of Mondovi, Inc.	330912	Frontier Communications of Mondovi LLC
	Frontier Comm. of Viroqua, Inc.	330967	Frontier Communications of Viroqua LLC
	Frontier Comm. of Wisconsin, Inc.	330964	Frontier Communications of Wisconsin LLC
	Frontier North, Inc (WI-GTE)	330886	Frontier North Inc.
	Rhineland Telco - Crandon	330870	Frontier Rhineland Telephone Company
	Rhineland Telco - Headwaters	330891	Frontier Rhineland Telephone Company
	Rhineland Telco - Rhineland	330940	Frontier Rhineland Telephone Company
	Rhineland Telco - Rib Lake	330941	Rib Lake Telecom, Inc.
	CTC West Virginia - Bluefield	204339	Frontier Communications of West Virginia
	CTC West Virginia - Mountain St.	200271	Frontier Communications of West Virginia
	CTC West Virginia - St. Marys	204338	Frontier Communications of West Virginia
	Frontier West Virginia, Inc	205050	Frontier West Virginia Inc.
	The Southern New England Telephone Company	135200	Frontier Communications of Connecticut

During the months of August and September 2016, the company contacted the respective tribal leader for each Tribal Land indentified on line 910 by mailing via, U.S. Postal Service, Certified Mail an Annual Tribal Government Engagement letter, which an example is included as Attachment "A".

In addition, the company's local general manager or representative responsible for making decisions attempted to contact each tribal leader via telephone or, in some cases, in person to initiate on-going discussions to address the Tribal engagement obligations.

Attachment "A"



12734 1st Ave North
Lindstrom, MN 55045

August 23, 2016

Ms. Melanie Benjamin, Chief Executive
Mille Lacs Band of Ojibwe
Mille Lacs Band Government Center
43408 Oodena Drive
Onamia, Minnesota 56359

Dear Chief Executive Benjamin:

Frontier Communications is honored to be the telecommunications service provider on your Tribal lands.

As part of Frontier's ongoing outreach to Native American tribal leaders, I would like to invite you and other senior tribal representatives to meet with me to discuss your telecommunications needs, so that we can help facilitate solutions to greater connectivity, for economic growth, education, health care and public safety.

Please reach out to us at any time if you want to schedule a meeting for any matters you'd like to discuss, such as the current and proposed services that Frontier provides for your residents, your anchor institutions and your business enterprises. You can contact me at (218) 768-2821 or by email at Tom.murn@ftr.com.

In addition, we wanted to be sure that Tribal leadership and members are aware of a government assistance program known as Tribal Lifeline or Native American Lifeline. The enhanced Tribal Lifeline program was implemented by the Federal Communications Commission (FCC) and is available through local telephone companies like Frontier Communications. Through this Lifeline supported offering, local service is available to qualified individuals for as low as \$1.00 per month. In addition, under the Tribal Link Up program, a qualified resident receives a 100 percent reduction, up to \$100, of the customary charge to install a single local telephone service connection at the customer's principal place of residence.

Only eligible consumers may enroll in the program. In order to qualify for Tribal Lifeline benefits, an individual must be a resident of a federally recognized tribal land and show proof that you participate in certain government assistance programs. The Lifeline program is limited to one discount per household and is nontransferable. Customers are required to certify and agree that no other member of the household is receiving wireline or wireless Lifeline service from Frontier or another communications provider.

To order Tribal Lifeline in your area, please call Frontier at (800) 794-4741. To find out more information, you may also call the Universal Service Administration Company (USAC) which administers Lifeline for the FCC by calling (888) 641-8722 or by accessing their website at www.LifelineSupport.org.

We look forward to a meaningful and on-going dialogue with your Tribal leaders and community.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Murn", with a stylized flourish extending to the right.

Tom Murn
General Manager

Line 1010 - Voice Services Rate Comparability Compliance

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

Line 1030 – Broadband Services Rate Comparability Compliance

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

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

Number	Name	Street Address	State	Zip
1				
2				
3				

LINE 2024

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

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

Please complete the statement below:

The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:

Year 3

\$37,523.00

FCC Form 481 OMB Control No. 3060-0986

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

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

LINE 2025

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

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

Please use this tab to report Geocoded Information.

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

FCC Form 481 OMB Control No. 3060-0986 **Instructions:** Please use this tab to report duplicated (if two or more locations have identical latitude and longitude coordinates) Geocoded information and provide an explanation for the duplication (e.g., two apartments that are vertically aligned).

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