

**frontier**<sup>®</sup>  
COMMUNICATIONS SOLUTIONS

300 Bland Street  
Bluefield, WV 24701

August 28, 2009

Beth W. Salak, Director  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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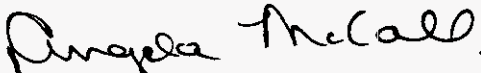
RE: 2009 Lifeline Report Data Request

Dear Ms. Salak:

Per your request dated August 3, 2009, attached is Frontier Communications of the South's response to the 2009 Lifeline Report Data Request.

If you have any questions, please don't hesitate to contact me at 304-325-1688.

Sincerely,



Angela McCall  
Manager – Government and Regulatory Affairs

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

**LIFELINE AND LINK-UP DATA REQUEST 2009**

**Frontier Communications of the South, LLC**

To assist the Public Service Commission (Commission) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Link-Up and Lifeline programs as required by Chapter 364.10, Florida Statutes, we request that you provide responses to the following by September 4, 2009.

For items 1 through 16, please provide the data for the fiscal year July 1, 2008, through June 30, 2009.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.

July 2008	3269
August	3266
September	3242
October	3265
November	3252
December	3240
January 2009	3225
February	3223
March	3191
April	3157
May	3137
June	3121

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

July 2008	125
August	128
September	129
October	136
November	139
December	144
January 2009	147
February	152
March	153
April	158
May	169
June	179

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3. The number of customers participating in Link-Up each month. Note: Do not include customers receiving Link-Up through resold access lines.

July 2008	1
August	1
September	1
October	1
November	
December	
January 2009	2
February	1
March	
April	
May	2
June	

*Most new customers who qualify for Link-up subscribed to a bundle or package where installation charges were waved.*

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

*Frontier does not track the number of customers denied Lifeline service. However, the only reason a customer would be denied is if the application was not correctly completed or the customer did not qualify based on the approved programs.*

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

July 2008	4
August	3
September	1
October	7
November	3
December	5
January 2009	3
February	5
March	1
April	5
May	11
June	10

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6. The number of Link-Up customers added each month. Note: Do not include customers receiving Link-Up through resold access lines.

July 2008	1
August	1
September	1
October	1
November	
December	
January 2009	2
February	1
March	
April	
May	2
June	

7. The number of customers removed from Lifeline each month.

*Frontier does not track the number of customers removed from Lifeline service.*

8. The number of Lifeline customers subscribing to ancillary services each month. Please list each ancillary service subscribed to separately.

Month	Caller ID Name	Call Waiting	Call Forwarding	Toll Restriction
July 2008	10	9		1
August				
September	1		1	
October				
November				
December			1	
January 2009	1			
February	1		1	
March			1	
April				
May				
June				

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9. The number of Lifeline customers subscribing to bundled service packages each month. Please list each bundled package separately.

	*Choices	Digital Phone Feature Pack	Digital Phone Essentials	Savers Pack	Unlimited State	Unlimited US
July 2008	8	11	11	6		15
August		4	4			2
September		2	2			4
October		4	4			1
November		1	1			4
December		5	5		1	7
Jan 2009		1	1			1
February		5	5			2
March		2	2			
April		2	2		1	5
May		3	3			3
June		3	3			3

\*Choices bundles are no longer available for purchase.

10. The number of customers participating in Transitional Lifeline each month.

July 2008	1
August	
September	
October	
November	
December	
January 2009	
February	
March	
April	
May	
June	1

11. The number of customers participating in Lifeline under the Tribal Lands provision each month.

*Frontier serving area does not include Tribal Lands*

12. The number of Lifeline customers added each month through the income-based enrollment process.

*Frontier does not use income as eligibility for Lifeline and/or Link-up*

13. The number of Lifeline customers added each month through the program-based enrollment process.

*Frontier does not track customers based on qualifying program.*

14. The number of Lifeline customers added each month through the Commission's on-line enrollment process.

July 2008	3
August	0
September	1
October	6
November	3
December	3
January 2009	2
February	4
March	0
April	1
May	7
June	7

15. The number of Lifeline customers added each month through the Department of Children and Families (DCF) automatic enrollment process.

*No customers were enrolled in Lifeline through the DCF automatic enrollment process.*

16. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

*No Lifeline lines have been resold to other carriers*

17. Description of your company's procedures for enrolling customers in the Link-Up and Lifeline programs (if same as 2008 response, just note **(Same as 2008)**). Include the following in your response
- a. Procedures used to process applications received from the Office of Public Counsel.
  - b. Procedures used to process applications received directly from customers.
  - c. Procedures used to process applications received through the PSC on-line process.
  - d. Procedures used to process applications received through the DCF automatic enrollment process.
  - e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

*Same as 2008*

18. Description of your company's procedures for performing continued verification of customer eligibility after initial certification (if same as 2008 response, just note **(Same as 2008)**). Include the following in your response:

- a. Time period between initial certification and verification.
- b. Any statistical sampling method(s) used to verify customer eligibility.
- c. Frequency of periodic verification.

*Same as 2008*

19. Description of each bundled service offering available to Link-Up and Lifeline customers (if same as 2008 response, just note (**Same as 2008**)). Include the following in your response:

a. Applicable recurring and nonrecurring charges.

**Frontier Digital Phone** \$7.60 NRC \$56.86 MRC Molino  
\$66.86 MRC Walnut Hill

*Bundle includes Flat Rate Access Line Call Waiting/Cancel Call Waiting  
Call Forwarding Busy & Call Forward No Answer Call ID Plus Name,  
Unlimited Local and Frontier Domestic Long Distance Calling, Message  
Waiting Indicator and Basic Voice Mail*

**Frontier StateUnlimited** \$7.60 NRC \$46.86 MRC

*Bundle includes Flat Rate Access Line, Call Waiting/Cancel Call Waiting,  
Call Forwarding Busy & Call Forward No Answer, Call ID Plus Name,  
Unlimited Local and Frontier State Long Distance Calling, Message  
Waiting Indicator and Basic Voice Mail.*

**Frontier Digital Phone Essentials** \$7.60 NRC \$36.86 MRC

*Bundle includes Flat Rate Access Line, Call Waiting/Cancel Call Waiting,  
Call Forwarding Busy & Call Forward No Answer, Call ID Plus Name,  
Unlimited Local and 100 minutes of Frontier Domestic Long Distance  
Calling. Frontier Voice Mail can be added for an additional charge of  
\$3.99 for Basic and \$4.99 for Deluxe.*

**Digital Phone Family One Feature Pack** \$7.60 NRC \$5.99 MRC

*Available for Digital Phone Essentials and Digital Phone StateUnlimited  
customers. Customers may select from a list of available features. Not all  
features are available in all markets.*

**Digital Phone Family Two Feature Pack** \$7.60 NRC \$7.99 MRC

*Available for Digital Phone Essentials and Digital Phone StateUnlimited  
customers. Customers may select from a list of available features. Not all  
features are available in all markets.*

**Digital Phone Family Three Feature Pack** \$7.60 NRC \$9.99 MRC

*Available for Digital Phone Essentials and Digital Phone StateUnlimited  
customers. Customers may select from a list of available features. Not all  
features are available in all markets.*

**Digital Phone Unlimited Features with Voice Mail Pack**

\$7.60 NRC \$12.99 MRC

*Available for Digital Phone Essentials and Digital Phone StateUnlimited  
customers. Customers may select from a list of available features. Not all  
features are available in all markets.*



**Frontier Choices Package**           \$7.60 NRC           \$17.95 MRC  
*The Frontier Choices package is a feature package available to residential customers. A customer may select any or all features from a predetermined list. Customers may add or delete features from this package at no additional charge. This package is grand fathered and not available to new customers.*

**Frontier Freedom Pack**           \$7.60 NRC           \$15.50 MRC  
*Includes Caller ID Name, Call Return, Call Forward, Call Waiting Deluxe, Repeat Dial (\*66), Message Waiting Indication, Speed Dial 8, 3-Way Calling and Anonymous Call Rejection. Customer has the option of subscribing to Voice Mail for an additional MRC of \$0.50.*

**Frontier Savers Pack**           \$7.60 NRC           \$9.95 MRC  
*Includes Caller ID Name plus choice of 2 custom calling features. This package is grand fathered and not available to new customers.*

**Frontier Connections Premium Package**  
\$7.60 & \$29.99 NRC    \$119.99 MTM / \$104.99 with term in Molino  
  \$134.99 MTM / \$119.99 with term in Walnut Hill  
*Includes Frontier Digital Phone features noted above as well as High Speed Max Internet and DISH TV.*

**Frontier Connections Advantage Package with HSI**  
\$7.60 NRC                   \$94.99 MTM / \$79.99 with term in Molino  
  \$104.99 MTM / \$89.99 with term in Walnut Hill  
*Includes Frontier Digital Phone features noted above as well as High Speed Max Internet*

**Frontier Connections Advantage Package with 256k**  
\$7.60 NRC                   \$89.99 MTM / \$74.99 with term in Molino  
  \$99.99 MTM / \$84.99 with term in Walnut Hill  
*Includes Frontier Digital Phone features noted above as well as High Speed 256k Internet*

**Frontier Connections Advantage Package with Dial-up Internet**  
\$7.60 NRC                   \$74.99 MTM / \$64.99 with term in Molino  
  \$84.99 MTM / \$74.99 with term in Walnut Hill  
*Includes Frontier Digital Phone features noted above as well as Dial Up Internet*

**Frontier Connections Advantage Package with DISH TV**  
\$7.60 & \$29.99 NRC    \$82.99 MTM / \$72.99 with term in Molino  
  \$92.99 MTM / \$82.99 with term in Walnut Hill  
*Includes Frontier Digital Phone features noted above as well as DISH TV*

- b. Any policy for allowing payment of basic service component of bundled service offering by Lifeline customers to avoid disconnection.

*Any Lifeline customer, who is at risk of being disconnected, would be advised the amount of the basic portion of the bundled service offering that had to be paid to prevent disconnection.*

- c. Any terms and conditions applicable to Lifeline customers that would not apply to general service offering customers

*No special terms and conditions apply to Lifeline customers*

- 20. Description of your company's procedures for promoting Link-Up and Lifeline (if same as 2008 response, just note **(Same as 2008)**). Include the following in your response:

- a. Internal procedures for promoting Link-Up and Lifeline.
- b. Outreach and educational efforts involving participation in community events.
- c. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Link-Up and Lifeline.

*Same as 2008*

- 21. Description of procedures associated with enrollment of Link-Up and Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

*No Lifeline lines have been resold to other carriers.*

- 22. Please describe the training you provide to your customer service representatives regarding Link-Up and Lifeline and provide the script used by your company's representatives.

*Yes, Supervisors review any changes, when applicable, to Lifeline forms with the customer service representatives. Supervisors regularly observe customer service representatives' calls for accuracy, completeness and courtesy and provide individual retraining and counseling as necessary.*

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23. Please describe the circumstances in which customer service representatives advise customers that Lifeline and Link-Up is available.

*Through conversations with the customer, if the CSR would feel the customer could potentially qualify for telephone assistance, the CSR would explain there is a program available and ask if the customer would like to receive an application.*

24. Please provide any link on your Web site that provides Lifeline information?

*The company has a website that is available to the public:*

<http://www.frontier.com/> select "Discount Programs" from the listing on the left side and follow directions.

*And Frontier's Lifeline information has been posted to the USAC site for public access:*

<http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx>

Change state to Florida and select Frontier Communications from the list.