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July 28, 2010

COMMISSION  
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100288-TL

10 JUL 29 AM 10: 00

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Ann Cole  
Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: ORDER NO. PSC-05-0282-FOF-TP  
DOCKET NO. 991473-TP

Dear Ms. Cole:

Attached please find the semiannual filing of schedules 2, 3, 8, 11 and 15 of Form PSC/CMP 28 for Frontier Communications of the South (Frontier). These reports are based on the rules prior to the Notice of Adoption of Rules in Docket No. 080641-TP issued by the Commission on October 2, 2009. Frontier has petitioned the Commission for a waiver that is pending before the Commission under Docket No. 100288-TL.

The following metrics require explanations:

Schedule 11 - Repair Service – Trouble Reports

1<sup>st</sup> Quarter 2010

Walnut Hill

- Percent Out Of Service (OOS) trouble reports cleared within 24 hours 68.46%  
In January there were 87 OOS trouble reports. 47 of the OOS troubles were not cleared within 24 hours. Of those 47 troubles, 43 of them were due to an auto accident that took out a ped in a flooded area. The area had received 8" of rain and the ped was under water until it drained. A capital project was completed to eliminate this from happening again.

2<sup>nd</sup> Quarter 2010

Molino

- Percent Out Of Service (OOS) trouble reports cleared within 24 hours 77.55%  
In June there were 125 Out Of Service (OOS) trouble reports. 44 of the OOS troubles were not cleared within 24 hours. Of those 44 troubles, 32 of them were due to a severe lightning storm. Lightning hit a switch and burned up a backplane along with several other components. A contractor was brought in to replace 2 backplanes. In addition parts had to be sent overnight to repair a CXR.

Please feel free to contact me at (585) 777-5823 if you have any questions.

Sincerely,

*Deborah Fasciano*

Deborah Fasciano  
Regulatory Compliance  
Frontier Communications

COM \_\_\_\_\_  
 APA \_\_\_\_\_  
 ECR \_\_\_\_\_  
 GCL \_\_\_\_\_  
RAP \_\_\_\_\_  
 SSC \_\_\_\_\_  
 ADM \_\_\_\_\_  
 OPC \_\_\_\_\_  
 CLK \_\_\_\_\_

Cc: C. Daniel  
S. Dortch  
C. Guinness  
A. McCall  
S. Pace

DOCUMENT NUMBER: 06196

06196 JUL 29 2010

FPSC - COMMISSION CLERK

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185, F.A.C

SCHEDULE 2 (Rule 25-4.066)

COMPLETED NEW PRIMARY SERVICE ORDERS

QUARTER ENDING (b) March 31, 2010

Exchange	Total Orders	Delayed for Const.	Total Completed <= 3 Days	Percent Completed <= 3 Days	Standard Met Yes or No
(1)	(2)	(3)	(4)	(5)	(6)
WALNUT HILL	99	0	98	98.99%	Y
MOLINO	141	0	140	99.29%	Y

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

- 1) Under column 1, group exchanges together for those having access lines of 50,000 or more and separately group together exchanges having fewer than 50,000 access lines.
- 2) Enter the total number of basic local telecommunications service order requests received during the quarter.
- 3) Enter the number of orders being held for new construction.
- 4) Enter the total number of orders completed within 3 days including appointments.
- 5) Enter the percentage of service orders completed within 3 days (column 4 divided by column 2 minus column 3).
- 6) Enter Y if at least 90% were completed or N if the rule was not met.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185, F.A.C

SCHEDULE 2 (Rule 25-4.066)

COMPLETED NEW PRIMARY SERVICE ORDERS

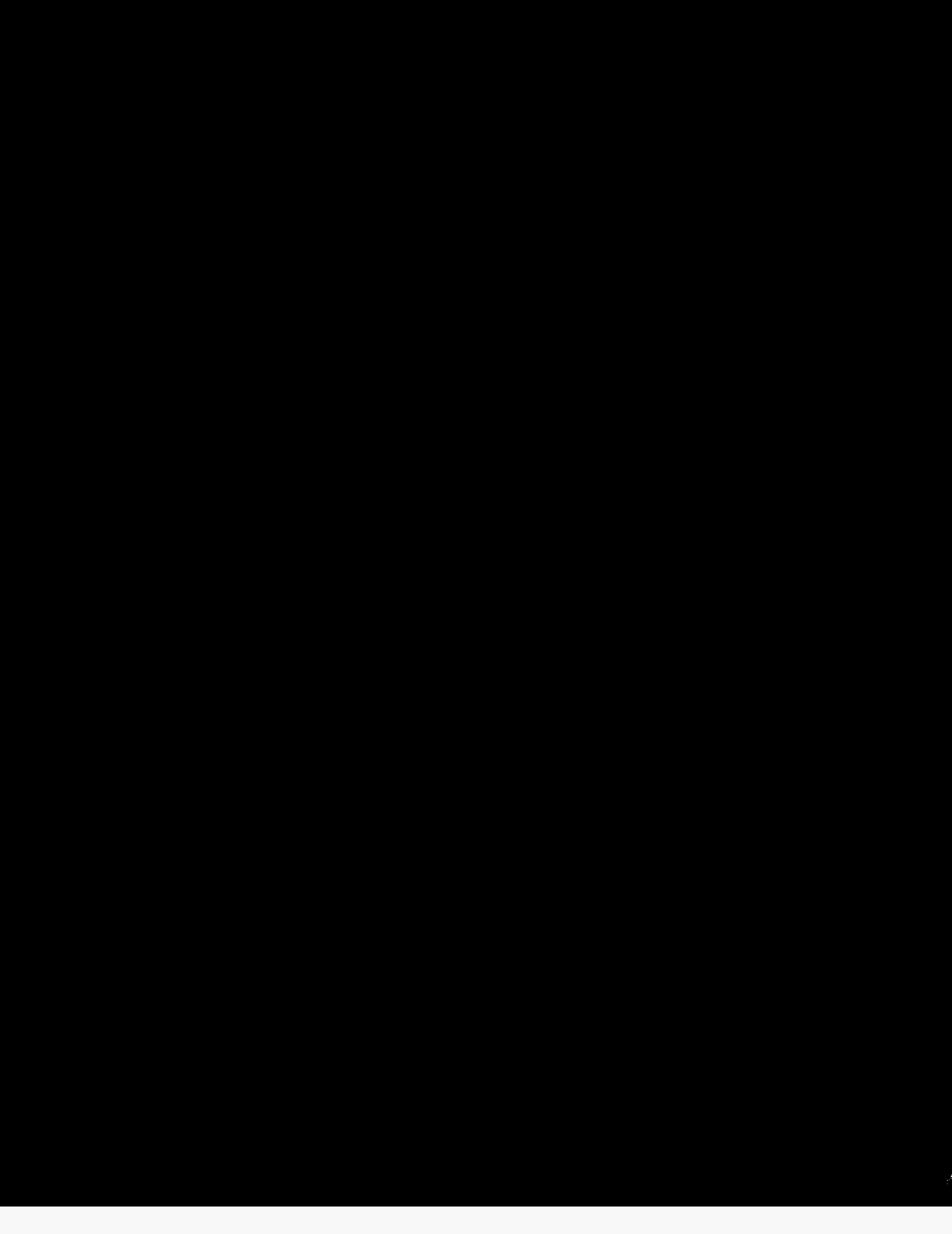
QUARTER ENDING (b) June 30, 2010

Exchange	Total Orders	Delayed for Const.	Total Completed <= 3 Days	Percent Completed <= 3 Days	Standard Met Yes or No
(1)	(2)	(3)	(4)	(5)	(6)
WALNUT HILL	77		77	100.00%	Y
MOLINO	118		115	97.46%	Y

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

- 1) Under column 1, group exchanges together for those having access lines of 50,000 or more and separately group together exchanges having fewer than 50,000 access lines.
- 2) Enter the total number of basic local telecommunications service order requests received during the quarter.
- 3) Enter the number of orders being held for new construction.
- 4) Enter the total number of orders completed within 3 days including appointments.
- 5) Enter the percentage of service orders completed within 3 days (column 4 divided by column 2 minus column 3).
- 6) Enter Y if at least 90% were completed or N if the rule was not met.



Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185, F.A.C

SCHEDULE 3 (Rule 25-4.066)

SUMMARY OF HELD APPLICATIONS

MONTH (b) January 2010

Exchange	Right-of-way or Permits	Company Construction OSP	Company Required COE	Company Other	Subscriber Action	31-60 Days	Over 60 Days
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

Enter the name of the company line a.

Enter the month and year of the reported data in line b.

- 1) Enter the name of the exchange.
- 2) Enter the total number of orders waiting on right-of-way or permits.
- 3) Enter the total number of orders held for OSP construction.
- 4) Enter the total number of orders held for central office equipment.
- 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
- 6) Enter the total number of orders held due to action on the part of the subscriber.
- 7) Enter the total number of orders aged 31-60 days.
- 8) Enter the total orders aged over 60 days.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH RULE 25-4.0185, F.A.C  
 SCHEDULE 3 (Rule 25-4.066) SUMMARY OF HELD APPLICATIONS  
 MONTH (b) February 2010

Exchange	Right-of-way or Permits (2)	Company Construction OSP (3)	Company Required COE (4)	Company Other (5)	Subscriber Action (6)	31-60 Days (7)	Over 60 Days (8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

- Enter the name of the company line a.  
 Enter the month and year of the reported data in line b.
- 1) Enter the name of the exchange.
  - 2) Enter the total number of orders waiting on right-of-way or permits.
  - 3) Enter the total number of orders held for OSP construction.
  - 4) Enter the total number of orders held for central office equipment.
  - 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
  - 6) Enter the total number of orders held due to action on the part of the subscriber.
  - 7) Enter the total number of orders aged 31-60 days.
  - 8) Enter the total orders aged over 60 days.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH RULE 25-4.0185.F.A.C

SCHEDULE 3 (Rule 25-4.066) SUMMARY OF HELD APPLICATIONS

MONTH (b) March 2010

Exchange	Right-of-way or Permits (2)	Company Construction OSP (3)	Company Required COE (4)	Company Other (5)	Subscriber Action (6)	31-60 Days (7)	Over 60 Days (8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

- Enter the name of the company line a.  
 Enter the month and year of the reported data in line b.
- 1) Enter the name of the exchange.
  - 2) Enter the total number of orders waiting on right-of-way or permits.
  - 3) Enter the total number of orders held for OSP construction.
  - 4) Enter the total number of orders held for central office equipment.
  - 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
  - 6) Enter the total number of orders held due to action on the part of the subscriber.
  - 7) Enter the total number of orders aged 31-60 days.
  - 8) Enter the total orders aged over 60 days.

NAME OF COMPANY (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185.F.A.C

SCHEDULE 3 (Rule 25-4.066) SUMMARY OF HELD APPLICATIONS

MONTH (b) April 2010

Exchange	Right-of-way or Permits (2)	Company Construction OSP (3)	Company Required COE (4)	Company Other (5)	Subscriber Action (6)	31-60 Days (7)	Over 60 Days (8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

- Enter the name of the company line a.  
 Enter the month and year of the reported data in line b.
- 1) Enter the name of the exchange.
  - 2) Enter the total number of orders waiting on right-of-way or permits.
  - 3) Enter the total number of orders held for OSP construction.
  - 4) Enter the total number of orders held for central office equipment.
  - 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
  - 6) Enter the total number of orders held due to action on the part of the subscriber.
  - 7) Enter the total number of orders aged 31-60 days.
  - 8) Enter the total number of orders aged over 60 days.



Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185, F.A.C

SCHEDULE 3 (Rule 25-4.066) SUMMARY OF HELD APPLICATIONS

MONTH (b) May 2010

Exchange	Right-of-way or Permits	Company Construction OSP	Company Required COE	Company Other	Subscriber Action	31-60 Days	Over 60 Days
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

Enter the name of the company line a.

Enter the month and year of the reported data in line b.

- 1) Enter the name of the exchange.
- 2) Enter the total number of orders waiting on right-of-way or permits.
- 3) Enter the total number of orders held for OSP construction.
- 4) Enter the total number of orders held for central office equipment.
- 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
- 6) Enter the total number of orders held due to action on the part of the subscriber.
- 7) Enter the total number of orders aged 31-60 days.
- 8) Enter the total orders aged over 60 days.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185,F.A.C

SCHEDULE 3 (Rule 25-4.066) SUMMARY OF HELD APPLICATIONS

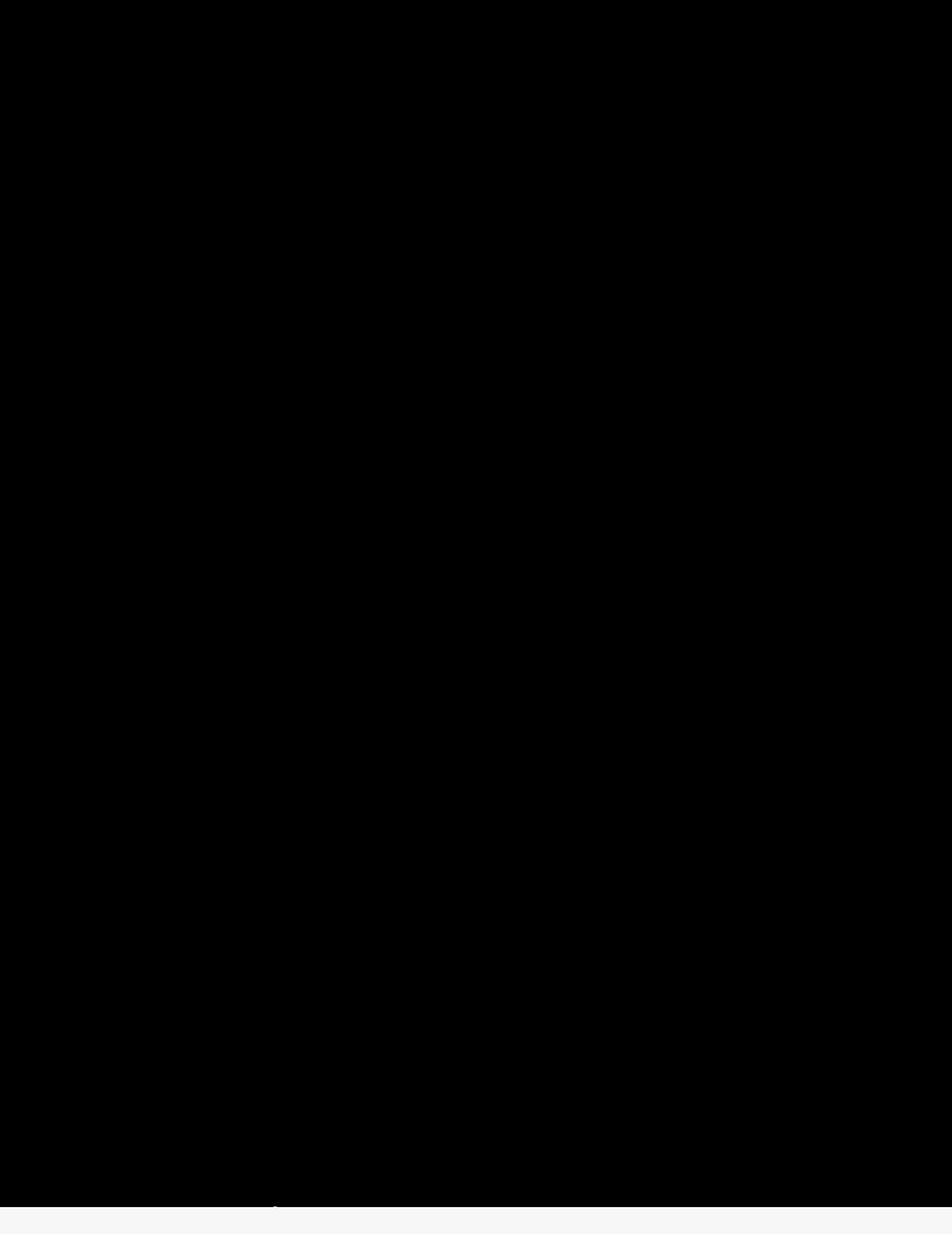
MONTH (b) June 2010

Exchange	Right-of-way or Permits	Company Construction OSP	Company Required COE	Company Other	Subscriber Action	31-60 Days	Over 60 Days
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
WALNUT HILL	0	0	0	0	0	0	0
MOLINO	0	0	0	0	0	0	0

Enter the name of the company line a.

Enter the month and year of the reported data in line b.

- 1) Enter the name of the exchange.
- 2) Enter the total number of orders waiting on right-of-way or permits.
- 3) Enter the total number of orders held for OSP construction.
- 4) Enter the total number of orders held for central office equipment.
- 5) Enter the total number of orders held due to other company circumstances and explain the reason for the delay.
- 6) Enter the total number of orders held due to action on the part of the subscriber.
- 7) Enter the total number of orders aged 31-60 days.
- 8) Enter the total orders aged over 60 days.



Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185,F.A.C

SCHEDULE 8

ACCESS LINE DATA

QUARTER AND YEAR (b) 1st Quarter 2010

Exchange	Retail Lines			Resale Lines			UNE-P			Pay Phones	Total Lines
	Total	Res	Bus	Total	Res	Bus	Total	Res	Bus		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
WALNUT HILL	1447	1315	132	0	0	0	0	0	0	0	1447
MOLINO	1871	1653	218	0	0	0	0	0	0	1	1872

Enter the name of the company in line a.

Enter the quarter and year of the reported data in line b.

- 1) Enter the name of the exchange in column 1.
- 2) Enter the total retail lines in column 2.
- 3) Enter the number of residential retail lines in column 3.
- 4) Enter the number of business retail lines in column 4.
- 5) Enter the total number of resale lines in column 5.
- 6) Enter the number of residential resale lines in column 6.
- 7) Enter the number of business resale lines in column 7.
- 8) Enter the total number of unbundled network element-platforms (UNE-P) in column 8.
- 9) Enter the number of residential UNE-P in column 9.
- 10) Enter the number of business UNE-P in column 10.
- 11) Enter the total number of pay phone access lines in column 11.
- 12) Enter the total number of access lines in column 12 by adding columns 2, 5, 8, and 11.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185, F.A.C

SCHEDULE 8

ACCESS LINE DATA

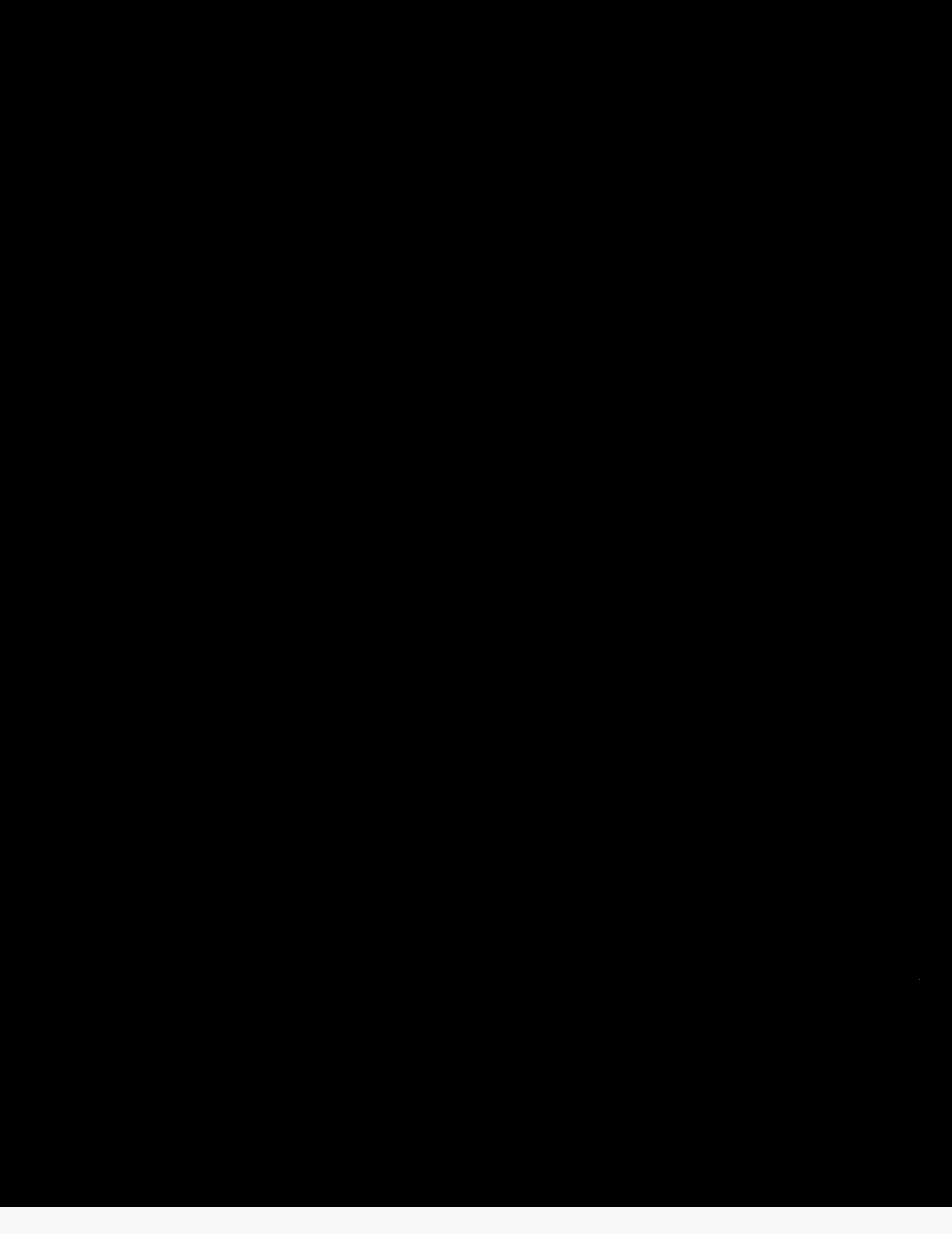
QUARTER AND YEAR (b) 2nd Quarter 2010

Exchange	Retail Lines			Resale Lines			UNE-P			Pay Phones	Total Lines
	Total	Res	Bus	Total	Res	Bus	Total	Res	Bus		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
WALNUT HILL	1440	1304	136	0	0	0	0	0	0	0	1440
MOLINO	1829	1610	219	0	0	0	0	0	0	1	1830

Enter the name of the company in line a.

Enter the quarter and year of the reported data in line b.

- 1) Enter the name of the exchange in column 1.
- 2) Enter the total retail lines in column 2.
- 3) Enter the number of residential retail lines in column 3.
- 4) Enter the number of business retail lines in column 4.
- 5) Enter the total number of resale lines in column 5.
- 6) Enter the number of residential resale lines in column 6.
- 7) Enter the number of business resale lines in column 7.
- 8) Enter the total number of unbundled network element-platforms (UNE-P) in column 8.
- 9) Enter the number of residential UNE-P in column 9.
- 10) Enter the number of business UNE-P in column 10.
- 11) Enter the total number of pay phone access lines in column 11.
- 12) Enter the total number of access lines in column 12 by adding columns 2, 5, 8, and 11.



Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185,F.A.C

SCHEDULE 11 (Rule 25-4.070)

REPAIR SERVICE-TROUBLE REPORTS

QUARTER ENDING (b) March 31, 2010

Exchange	Total Reports	Total Exempt	Out of Service	Cleared Within 24 Hours	% Cleared Within 24 hours	Rule Satisfied (Y or N)	Service Affecting	Cleared Within 72 Hours	% Cleared Within 72 hours	Rule Satisfied (Y or N)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
WALNUT HILL	181	0	149	102	68.46%	N	32	31	96.88%	Y
MOLINO	136	0	115	111	96.52%	Y	21	21	100.00%	Y

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

1) Under column 1, group exchanges together for those having access lines of 50,000 or more and separately group together exchanges having fewer than 50,000 access lines.

2) Enter the total of all trouble reports received during the quarter in column 2.

Note: If it is determined that a trouble involves inside wire or CPE, the trouble report should be closed at that time and recorded as cleared if the company has notified or attempted to notify the customer of the cause within the required time frame. If the required time frame is not met, the trouble shall be counted as not cleared.

3) Enter the total number of exempted reports for each exchange in column 3.

Note: Exempt reports are those due to emergency situations such as unavoidable casualties where at least 10% of an exchange is out-of-service.

4) Enter the total number of Out-Of-Service (OOS) reports in column 4. Include Customer Requests beyond 24 hours and Appointments made when a premises visit is made in order to obtain access.

5) Enter the total number of OOS troubles cleared within 24 hours in column 5. Customer Requests and Appointments are counted as being cleared within 24 hours if the trouble has been cleared within the agreed date.

6) Enter the percent of OOS troubles cleared within 24 hours in column 6 (column 5 divided by column 4).

7) Enter a "Y" if at least 90% were completed or an "N" if not in column 7.

8) Enter the total number of Service Affecting (SA) trouble reports in column 8.

9) Enter the number of SA reports cleared within 72 hours in column 9. Customer Requests and Appointments are counted as being cleared within 72 hours if the trouble has been cleared within the agreed date.

10) Enter the percent of SA troubles cleared within 72 hours in column 10 (column 9 divided by column 8).

11) Enter a "Y" if at least 90% were completed or an "N" if not in column 11.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

RULE 25-4.0185,F.A.C

SCHEDULE 11 (Rule 25-4.070)

REPAIR SERVICE-TROUBLE REPORTS

QUARTER ENDING (b) June 30, 2010

Exchange	Total Reports	Total Exempt	Out of Service	Cleared Within 24 Hours	% Cleared Within 24 hours	Rule Satisfied (Y or N)	Service Affecting	Cleared Within 72 Hours	% Cleared Within 72 hours	Rule Satisfied (Y or N)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
WALNUT HILL	154	0	126	125	99.21%	Y	28	28	100.00%	Y
MOLINO	236	0	196	152	77.55%	N	40	40	100.00%	Y

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

1) Under column 1, group exchanges together for those having access lines of 50,000 or more and separately group together exchanges having fewer than 50,000 access lines.

2) Enter the total of all trouble reports received during the quarter in column 2.

Note: If it is determined that a trouble involves inside wire or CPE, the trouble report should be closed at that time and recorded as cleared if the company has notified or attempted to notify the customer of the cause within the required time frame. If the required time frame is not met, the trouble shall be counted as not cleared.

3) Enter the total number of exempted reports for each exchange in column 3.

Note: Exempt reports are those due to emergency situations such as unavoidable casualties where at least 10% of an exchange is out-of-service.

4) Enter the total number of Out-Of-Service (OOS) reports in column 4. Include Customer Requests beyond 24 hours and Appointments made when a premises visit is made in order to obtain access.

5) Enter the total number of OOS troubles cleared within 24 hours in column 5. Customer Requests and Appointments are counted as being cleared within 24 hours if the trouble has been cleared within the agreed date.

6) Enter the percent of OOS troubles cleared within 24 hours in column 6 (column 5 divided by column 4).

7) Enter a "Y" if at least 90% were completed or an "N" if not in column 7.

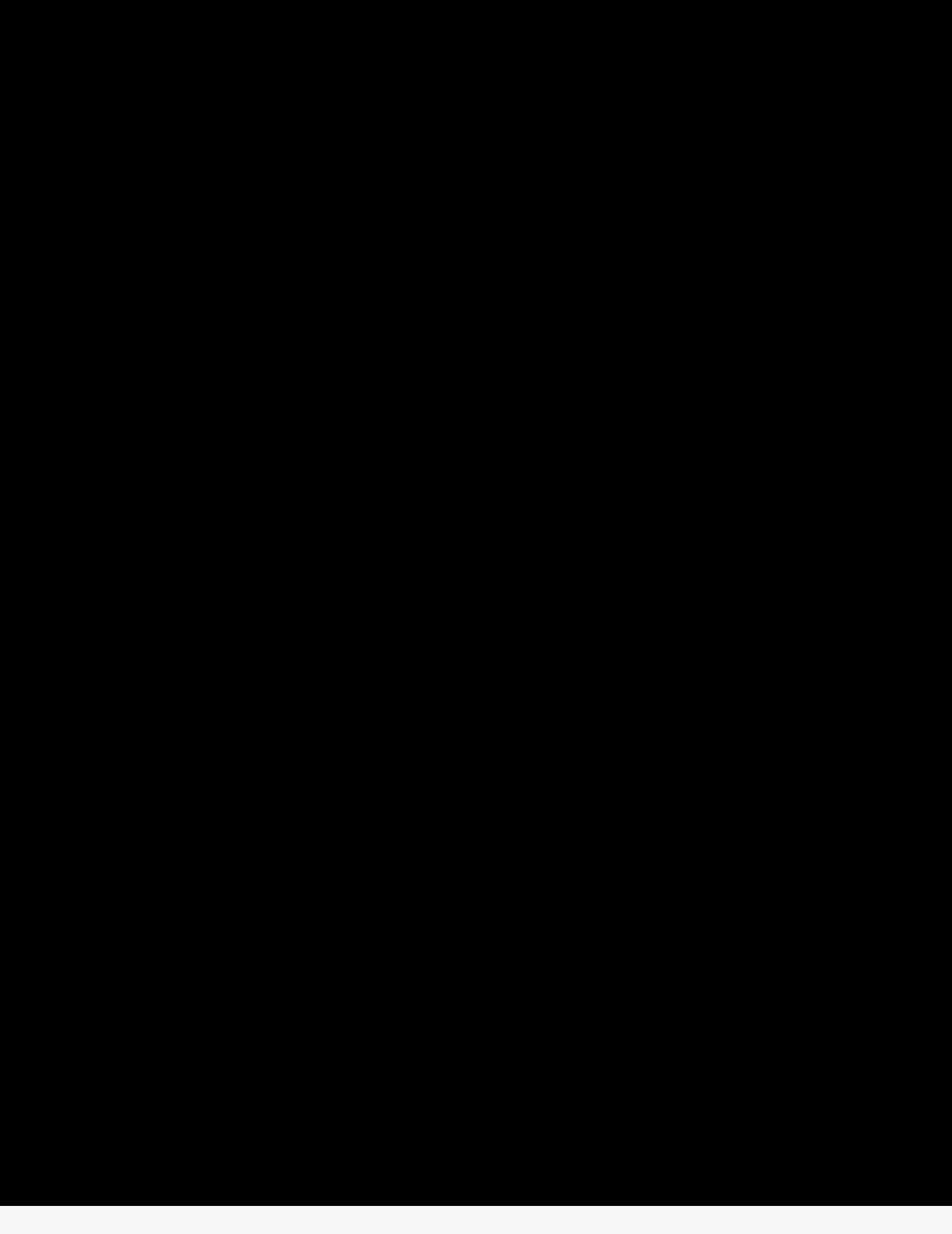
8) Enter the total number of Service Affecting (SA) trouble reports in column 8.

9) Enter the number of SA reports cleared within 72 hours in column 9. Customer Requests and Appointments are counted as being cleared within 72 hours if the trouble has been cleared within the agreed date.

10) Enter the percent of SA troubles cleared within 72 hours in column 10 (column 9 divided by column 8).

11) Enter a "Y" if at least 90% were completed or an "N" if not in column 11.





Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

Rule 25-4.0185, F.A.C.

SCHEDULE 15 (Rule 25-4.073)

ANSWER TIME

QUARTER ENDING (b) March 31, 2010

Categories	Attempts	Ans'd w/in Std.	Percent Ans'd w/in Std.	Std. Met Yes or No
	(1)	(2)	(3)	(4)
Automated Answer w/in 30 Sec (IVRU)				
Ans'd by Attendant w/in 90 Sec (No IVRU)				
Ans'd by Attendant w/in 90 Sec (IVRU)	3760	3456	91.91%	Y

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

- 1) Enter the total number of calls to the business and repair offices in columns by category during the quarter
- 2) Enter the total number of calls that were answered within standard in column 2.
- 3) Enter the percentage of calls that were answered within the standard (column 2 divided by column 1) in column 3.
- 4) Enter whether the standard was met (90%). Enter "Y" for Yes or "N" for No in column 4.

Name of Company (a) FRONTIER COMMUNICATIONS OF THE SOUTH

Rule 25-4.0185, F.A.C.

SCHEDULE 15 (Rule 25-4.073)

ANSWER TIME

QUARTER ENDING (b) June 30, 2010

Categories	Attempts (1)	Ans'd w/in Std. (2)	Percent Ans'd w/in Std. (3)	Std. Met Yes or No (4)
Automated Answer w/in 30 Sec (IVRU)				
Ans'd by Attendant w/in 90 Sec (No IVRU)				
Ans'd by Attendant w/in 90 Sec (IVRU)	2055	1630	79.32%	N

Enter the name of the company in line a.

Enter the ending period of the report (such as March 31, 2004) in line b.

- 1) Enter the total number of calls to the business and repair offices in columns by category during the quarter
- 2) Enter the total number of calls that were answered within standard in column 2.
- 3) Enter the percentage of calls that were answered within the standard (column 2 divided by column 1) in column 3.
- 4) Enter whether the standard was met (90%). Enter "Y" for Yes or "N" for No in column 4.