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August 26, 2015

Beth Salak, Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: 2015 Annual Lifeline Data Request

Dear Ms. Salak:

Per request dated July 30, 2015, attached are responses to the 2015 Annual Lifeline Data Request. We request these responses be placed in the undocketed file.

If you have any questions pertaining to the data, or require additional information, please do not hesitate to contact me at 304-325-1688.

Sincerely,
Frontier Communications of the South, LLC

A handwritten signature in blue ink that reads "Angela McCall".

Angela McCall
Manager – Government & External Affairs

Enclosure – 2015 Data Request

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ILEC LIFELINE DATA REQUEST 2015

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 30, 2015.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2014, through June 30, 2015.

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.

Month	Residential Access Lines
July 2014	1,933
August	1,915
September	1,900
October	1,882
November	1,871
December	1,857
January 2015	1,838
February	1,825
March	1,823
April	1,808
May	1,803
June	1,788

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 2014	86
August	80
September	85
October	86
November	87
December	87
January 2015	82
February	62
March	55
April	47
May	48
June	46

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

July 2014	\$810.04
August	\$723.66
September	\$796.73
October	\$821.41
November	\$817.70
December	\$694.67
January 2015	\$266.05
February	\$366.87
March	\$374.61
April	\$389.09
May	\$418.72
June	\$433.82

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).

Below are the numbers of customers denied Lifeline service for those applications received through the Commission's online enrollment process:

	Not Frontier Customer	Already has Lifeline	Name Does Not Match	Not Interested	Other
July 2014	1	2			
August	2	3			
September	3	4			
October	4			1	2
November	2	3			1
December	2	3			1
January 2015	2	3			
February	1	3			
March	2	1			
April		2			
May	2	2			
June	2				1

Frontier does not track denial of applications received in any other manner.

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 2014	4
August	2
September	6
October	3
November	3
December	1
January 2015	0
February	4
March	1
April	2
May	4
June	3

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

July 2014	4
August	8
September	1
October	2
November	2
December	1
January 2015	5
February	24
March	8
April	10
May	3
June	5

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

July 2014	0
August	0
September	0
October	0
November	0
December	0
January 2015	0
February	0
March	0
April	0
May	0
June	0

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

Frontier serving area in Florida does not include any Tribal Lands.

9. 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.

10. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

a. Procedures used to process applications received from the Office of Public Counsel.

Frontier does not receive applications from the Office of Public Counsel.

b. Procedures used to process applications received directly from customers.

Each application received directly from a customer is reviewed to verify that the applicant is a Frontier customer and does not already receive a lifeline discount on his or her Frontier account, that the application is fully completed and signed, that the customer's responses on the application do not disqualify the customer, and that required documentation is provided and supports the customer's eligibility. If requirements are met and needed documents are provided, Frontier adds lifeline to the customer's account. If one or more of these requirements is not met or needed documents are not provided, Frontier provides notice to the customer on the denial.

- c. Procedures used to process applications received through the PSC on-line process.
Each applicant received through the PSC on-line process is reviewed to verify that the applicant has a qualifying, active Frontier account and then Frontier adds lifeline to the customer's account. If the applicant is not found to be a Frontier customer, the account is disconnected, the account is a business account, or the Customer already has lifeline, then Frontier does not process the addition of Lifeline and advises the Commission accordingly.
- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.
Frontier did not receive coordinated enrollment files from the Department of Children and Families during the period covered in this data request.
- 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.
Frontier usually processes lifeline applications within 10 business days of receipt, when Customer is found to be eligible and Lifeline discount is applied, the lifeline credit appears on the customer's next bill. Depending on the customer's bill cycle, the credit may not appear until the second bill following processing, but will apply retroactively.
11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the following in your response:
- a. Time period between initial certification and annual certification.
Verification of continued eligibility for lifeline can occur up to twelve months following initial certification, but may occur sooner depending on the date of the customer's initial certification.
- b. Method(s) used to verify customer eligibility.
Frontier verifies continued eligibility of lifeline customers pursuant to FCC regulations, this verification is performed by USAC.
- c. Frequency of periodic certification.
Frontier verifies continued eligibility of lifeline customers annually, pursuant to FCC regulation.

12. Description of your company's procedures for Lifeline. Include the following in your response:

a. Internal procedures for promoting Lifeline.

On-Line Reference manuals contain information on Lifeline qualifications and procedures for applying. Call Center Representatives advise new applications of the availability of Lifeline to qualifying individuals.

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

<http://frontier.com/discountprograms/lifelineprogram/Florida>

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

<http://www.lifelinesupport.org/lis/companies/CompanyListing.aspx?state=FL&stateName=Florida>

Frontier's directories contain detailed information on Lifeline along with phone numbers to contact for more information.

b. Outreach and educational efforts involving participation in community events.

No outreach or educational efforts were scheduled for 2014-2015 year

c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Frontier publishes an annual newspaper ad in a local community paper (The Atmore Advance), and includes an annual message in customers' bill describing the benefits of Lifeline.

d. Copies of Lifeline outreach materials of your company.

Frontier updated its newspaper ad content and bill message for changes to the lifeline programs. The contents used for the most recent newspaper ad and bill message are shown in the Legal notice below for your reference.

Frontier provides basic residential services for rates in Alabama from \$17.85-\$18.30 and in Florida for \$13.80 for flat rate service. Frontier also provides basic business services in Alabama from \$34.60-\$36.60 and in Florida for rates from \$29.54. Other taxes, fees, and surcharges may apply. Frontier offers single party service, touch tone, toll blocking, access to long distance, emergency services, operator assistance, and directory assistance. Use of these services may result in additional charges. Budget or economy services may also be available. If you have

*any questions regarding Frontier's rates or services,
please call us at 1-800-921-8101 for further
information or visit us at www.Frontier.com.*

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THE ATMORE ADVANCE

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Frontier has partnered with The Florida Department of Human Resources and the Escambia County Department of Health, Molino Clinic.

- 13. Description of procedures associated with enrollment of 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.

- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

N/A

- b. Initial and annual certification procedures and requirements.

N/A

- c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

N/A

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

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. No script is used.

15. 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 bottom of the screen and follow directions.*

USAC also provides a link to www.Frontier.com for customers to access more information on Frontier's Lifeline program.

- <http://www.lifelinesupport.org>
- *Click on the state of Florida or select Florida on the dropdown list, and then select Frontier Communications from the list of local phone companies.*