



5003 S. Miami Boulevard, Suite 300
Durham, NC 27703

Susan A. Miller
Manager, Government and Regulatory Affairs

Phone 919.941.3411
Fax 919.941.0421
susan.a.miller@ftr.com

filed electronically in docket office on 05/24/12

May 24, 2012

Hon. Kenneth C. Hill, Chairman
c/o Sharla Dillon, Dockets and Records
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

SUBJECT: Docket No. 12-00035

Dear Chairman Hill:

Attached please find Frontier's responses to the Tennessee Regulatory Authority's request for additional information.

This filing is being transmitted electronically and will be followed with four copies sent through standard United States Postal Service.

If you have any questions, please call me at 919-941-3411.

Sincerely,

A handwritten signature in black ink, appearing to read "Susan A. Miller", written over a horizontal line.

Susan A. Miller

FRONTIER COMMUNICATIONS CORPORATION

RESPONSES TO TENNESSEE REGULATORY AUTHORITY
REGARDING PETITION TO ELIMINATE STATE LIFELINE CREDIT
ON BEHALF OF
CITIZENS TELECOMMUNICATIONS COMPANY OF TENNESSEE, AND
CITIZENS TELECOMMUNICATIONS COMPANY OF THE VOLUNTEER STATE, LLC

May 24, 2012

1. Provide the number of customers that receive the Lifeline credit from your company. Please separate this number into those subscribing to basic local exchange service and those subscribing to bundled services. If known, please identify the number of Lifeline subscribers of basic local exchange service that do not purchase custom calling features.

RESPONSE: As of December 31, 2011, Frontier provided the state Lifeline credit to 2,830 subscribers. Frontier does not track the number of these customers who subscribe to bundled service or who subscribe to basic local exchange without purchasing custom calling features, nor is this information readily available.

2. Provide the amount of money expended by your company to provide the state-mandated Lifeline credit over the past year. If readily available, provide the amount expended for prior years.

RESPONSE: In 2011, Frontier provided \$124,289 in TN state lifeline credits. In 2010, that amount was \$128,275, and in 2009, it was \$135,457.

3. Discuss the administrative costs associated with providing the state-mandated Lifeline credit. Would the administrative costs of providing the state-mandated Lifeline credit change if the credit were limited to smaller set of services or recipients than the currently required. Please describe and quantify any other cost savings if the relief requested in the Petition is granted.

RESPONSE: Frontier expects that the administrative costs of providing the state-mandated Lifeline credit would decline slightly if both federal and state lifeline credits were limited to a smaller set of services of recipients, but that administrative costs would increase if the state lifeline credit was limited to a smaller or different set of recipients than that of the federal lifeline credits. If Frontier had to determine eligibility for the Federal lifeline credit and then compare that to eligibility for the state lifeline credit, it would take a marginally longer amount of time for Frontier to process each Lifeline application or verification. Frontier is not aware of any other cost savings if the relief requested in the Petition is granted.

4. If the Petition is approved, please describe how your company proposed to notify customers.

RESPONSE: Frontier would notify impacted customers with a bill message printed on the prior month's bill, and would update all online information describing the lifeline program. The annual newspaper notice would also be updated (if appropriate) with the new lifeline credits.