



e-FILING REPORT COVER SHEET

COMPANY NAME: Frontier Communications Northwest, Inc.

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications) RO (Other, for example, industry safety information)

Did you previously file a similar report? No Yes, report docket number:

Report is required by: OAR 860-200-0200, 860-200-0250 Statute Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other (For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? No Yes, docket number:

List Key Words for this report. We use these to improve search results.

Frontier Communications NW Symmetrical Gigabit Qualified Service Report

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.





October 31, 2018

Filing Center
Public Utility Commission of Oregon
201 High Street SE, Suite 100
Salem, Oregon 97301

RE: OAR 860-200-0200 Qualified Project Report by Frontier Communications

Dear Commission Staff:

Pursuant to OAR 860-200-0200, enclosed please find the Qualified Project Report to the Oregon Public Utility Commission submitted by Frontier Communications NW.

Frontier Communications received a qualified project determination under ORS 308.677(4) on March 3, 2016 pursuant to Order No. 16-089. OAR-200-0200 requires a company that has received a qualified project determination under ORS 308.677(4) to submit a report to the Public Utility Commission by November 1 of each year. This is the second report from Frontier Communications as the qualified project was completed on December 11, 2016.

Additionally, Frontier Communications is providing a confidential document to meet the requirements of OAR 860-200-0250 included with this submission.

Please do not hesitate to contact me with any additional questions or concerns.

Respectfully,

A handwritten signature in black ink, appearing to read "JEpley".

Jessica Epley
Manager, Government & External Affairs
(503) 431-0458 | jessica.epley@ftr.com

Enclosures



Annual Qualified Project Report – Oregon
Reporting Period: 7/1/2017 through 6/30/2018

Oregon Public Disclosure Commission Qualified Project Annual Report
Reporting period: 7/1/2017 through 6/30/2018

OAR 860-200-0250(1):

A certification executed by an authorized representative of the company in which the representative affirms that the company has met the requirements for service capacity and offering service to residential customers specified in ORS 308.677(2). The representative must further affirm that all of the information in the company's report is accurate and complete. The representative's certification must be a sworn statement under ORS 162.055 attesting to the truth of the certification.

Please see the attached Affidavit completed by George Thomson, Assistant General Counsel.

OAR 860-200-0250(2)

The total cost of capital for Oregon in newly constructed, or installed real or tangible personal property constituting communication infrastructure that enables the company to offer the qualified service.

Frontier Communications has made substantial infrastructure investments to enhance the existing network, increase the availability of the qualified service and maintain the functionality of the qualified service. During the reporting period, Frontier Communications has made additional capital investment of \$1,157,100. The Company anticipates the ongoing maintenance of the qualified service is likely to require similar levels of annual capital investment.

OAR 860-200-0250(3)

A general description of how the company is providing the qualified service.

The Frontier Symmetrical Gigabit Project consists of nine FiOS Distribution Routers. These routers have been in full production/operation since 11/30/2016 and support all FiOS broadband services in each of the offices below including the 1G/1G symmetrical offering.

- *Aloha (Unincorporated Washington County)*
- *Beaverton*
- *Gresham (Damascus, Orient)*
- *Hillsboro (Cornelius)*
- *Somerset West (Unincorporated Washington County)*
- *Bull Mountain*
- *Forest Grove*
- *McMinnville*
- *Tigard (Durham, King City, Lake Oswego)*



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Frontier has gone through numerous revisions, upgrades and improvements to the Fiber-to-the-Premise (FTTP) Network. The FiOS network is a combination of Voice, Data, and Video. The Data network component for the 1G/1G offering is as follows:

A. Transport:

Reconfigurable Optical Add Drop Multiplexing (ROADM/NANO Transport Packet Optical network)

- i. The three mesh ROADM/NANO transport networks are a key component to the FiOS service, providing transparent DWDM transport for IP traffic from local exchange offices into the national core network.*
- ii. DWDM transport network has been upgraded from originally providing frame relay and ATM aggregation routes, to providing gigabit native Ethernet to 10G native Ethernet and in 2016 to 100G OTU Ethernet transport to support the aggregation network needs.*

B. Optical Line Terminal (OLT)

- i. Frontier uses OLT's to deliver high speed internet from the end office to the subscribers home over fiber.*
- ii. 1G/1G is only available for stand-alone internet service and CPE home routers are not supported with this product nor in-home wireless connections.*

C. Frontier Backbone Network

- i. Frontier's Backbone Network is an MPLS (Multi-Protocol Layer Switching) network that provides L3 IP transport between markets and to Peering POPs (Point of Presence).*
 - ii. Oregon currently has no local peering.*
- 1. IP traffic from Oregon is diversely routed from the Tigard and Beaverton metro offices, on the core network.*

Frontier also operates Oregon local caches in conjunction with popular content providers to reduce traffic on the backbone network and provide a better experience for customers. A significant amount of local Oregon traffic for content is served locally in Oregon and does not transit the backbone.

OAR 860-200-0250(4)

A map, including county and city designations, depicting the area where the company offers qualified service and identifying, using census blocks, where residential customers of the company subscribe to broadband services indicating the highest of the following download speed tiers for each census block in which it has customers:

- (a) Up to and including 100 Megabits per second (Mbps);
- (b) Greater than 100 Mbps up to and including 500 Mbps; and
- (c) Greater than 500 Mbps.



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(d) The company may submit information regarding speed tiers in addition to those shown above. As an example, a company may choose to also submit information regarding download speed of 1 gigabit per second (Gbps) or greater.

Please see the attached.

OAR 860-200-0250(5)

The quartile containing the percentage of the company's residential broadband services customers in Oregon that have access to the company's at least, approximately one gigabit per second symmetrical service.

- (a) Quartile 1 – 0 percent to 25 percent;
- (b) Quartile 2 – 26 percent to 50 percent;
- (c) Quartile 3 – 51 percent to 75 percent;
- (d) Quartile 4 – greater than 75 percent.

Frontier Communications qualifies under "Quartile 3" because approximately 56% of Frontier's residential broadband services customers in Oregon have access to Frontier's qualified service.

OAR 860-200-0250(6)

The percentage, rounded up to a whole percent, of the company's residential broadband services customers with access to the company's qualified service that subscribe to broadband service in the following download speed tiers:

- (a) Up to and including 100 Mbps;
- (b) Greater than 100 Mbps up to and including 500 Mbps; and
- (c) Greater than 500 Mbps.
- (d) The company may submit information regarding speed tiers in addition to those shown above. As an example, a company may choose to also submit information regarding download speed of 1 gigabit per second (Gbps) or greater.

The following percentages reflect Frontier's residential broadband service customers with access to Frontier's qualified service that subscribe to broadband service in the following download speed tiers:
93.9% subscribe to download speed tiers up to and including 100 Mbps
6% subscribe to download speed tiers greater than 100 Mbps up to and including 500 Mbps
.01% subscribe to download speed tiers greater than 500 Mbps

OAR 860-200-0250(7)

The percentage, rounded up to a whole percent, of the company's residential broadband services customers in Oregon that subscribe to broadband service in the following download speed tiers:

- (a) Up to and including 100 Mbps;
- (b) Greater than 100 Mbps up to and including 500 Mbps; and
- (c) Greater than 500 Mbps.



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(d) The company may also submit information regarding speed tiers in addition to those shown above. As an example, a company may choose to also submit information regarding download speed of 1 gigabit per second (Gbps) or greater.

The following percentages reflect Frontier’s residential broadband service customers in Oregon that subscribe to the following download speed tiers:

96.29% subscribe to download speed tiers up to and including 100 Mbps.

3.79% subscribe to download speed tiers greater than 100 Mbps up to and including 500 Mbps.

.01% subscribe to download speed tiers greater than 500 Mbps

OAR 860-200-0250(8)

A product description and a copy of the company’s customer service agreement form for each qualified service offering.

Frontier Communications’ Residential Service Terms & Conditions can be viewed at
<https://frontier.com/~media/corporate/terms/general-terms-residential.ashx?la=en>.

(Response continued on next page.)



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Frontier Communications 1 gigabit symmetrical product can now be purchased standalone or bundled in Doubles or Triple Plays with FiOS TV. Our standalone rates are now:



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	EDL MTM Rates	Acquisition Rates
Fiber Internet 1G/1G	\$225.00	\$200.00

The current offer provides the following options. Note the offer will change over time but the offer will likely continue through 1Q19: (response continued on next page)

Terms & Conditions			Fall Offer	
BUNDLE	BUNDLE DETAIL	OFFER	OFFER #1 with TERM & ETF: Pricing with 2 year term	OFFER #2 No TERM, No ETF: Pricing no term
Single	Simply BB	ETF	\$75	NONE
		Gift Card	NO	NO
		Installation	Free with ETF (This is a change from former promos)	\$75.00 (or installment billing 3X@25.00)
		Wi-Fi EveryWare	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month
		Router	Free Lease/12 months then \$10/mo	Free Lease/12 months then \$10/mp
Double	BB+VOICE	ETF	\$75	NONE
		Installation	Free in D/Play with EFT	\$75.00 (or installment billing 3X@25.00) (This is a change from prior offers)
		Wi-Fi EveryWare	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month
		Router	Free Lease/12 months then \$10/mo	Free Lease/12 months then \$10/mo
Double	BB+TV	ETF	\$240	NONE
		Enhanced Experience/ Vantage DVR Service Fee	\$10 value Free for 24 months	\$10/Month standard price
		Installation	Free in D/Play	Free in D/Play
		Wi-Fi EveryWare	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month
		Router	Free Lease/12 months then \$10/mo	Free Lease/12 months then \$10/mo
Triple	BB+Voice+TV	ETF	\$240	NO
		Enhanced Experience/ Vantage DVR Service Fee	\$10 value Free for 24 months	\$10/Month standard price
		Installation	Free in T/Play	Free in T/Play
		WiFi EveryWare	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month	Free Total Control/12 months Free Wifi Support (then \$6/month), AM525 Extenders \$6/month
		Router	Free Lease/12 months then \$10/mo	Free Lease/12 months then \$10/mo



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The BB service includes:

- *\$9.99 Equipment Delivery and Handling Fee*
- *\$3.99 Internet Infrastructure Surcharge*
- *8 Email boxes (1 main - 7 subs); 1TB of storage with Frontier Yahoo Mail.*
- *100GBs for emails and attachments, and end users can view what percent they have used at any time.*
- *Free access to <https://frontier.yahoo.com/> which can be customized to view sports teams, stocks, news, entertainment and weather.*
- *Wireless networking capability that allows end users to easily network several computers to one HSI connection safely and securely.*
- *Free 24 x 7 x 365 INTEGRATED technical support for all Frontier's services.*

Codes:

T388L 1G/1G Loop

T388P 1G/1G Port



Annual Qualified Project Report – Oregon
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OAR 860-200-0250(9)

The network speed test methods, data, and results from a sample of tests conducted within six months of the date of the report, using industry-standard testing methodology, for the company's broadband service that provides at least, approximately one gigabit per second symmetrical service.

Please see the attached.

OAR 860-200-0250(10)

In the previous calendar year, the percentage of households to whom the company offers its qualified service who properly placed an order requesting the equivalent of at least, approximately one gigabit per second symmetrical service and were denied that service by the company.

In the previous calendar year, Frontier Communications has denied its qualified service to 0% of households to whom the company offers its qualified service who properly placed an order requesting such service.

OAR 860-200-0250(11)

In the previous calendar year, the number of complaints the company received that the company had denied access to its qualified service to a group of residential customers because of the income level of the residential customers in the local service area in which the residential customers reside, and a description of how each complaint was resolved.

In the previous calendar year, Frontier received zero complaints that it had denied access to its qualified service to any group of residential customers based on the income level of the residential customers in the local service area in which the residential customers reside.

OAR 860-200-0250(12)

Any additional information the company wishes to report regarding benefits of any tax exemption granted to the company under ORS 308.677.

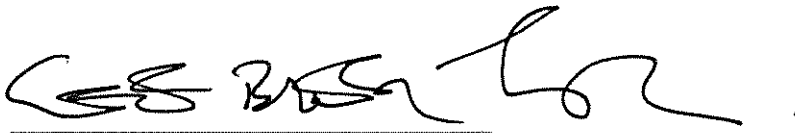
Frontier Communications continues to make significant capital investments as a result of the ORS 308.677 tax exemption. These investments would not have been made absent this incentive. A majority of Frontier's residential broadband customers have the opportunity to subscribe to the qualified, 1G symmetrical gigabit product that was built, is maintained and has operated since December 11, 2016.

AFFIDAVIT

STATE OF WASHINGTON §
 §
COUNTY OF SNOHOMISH §

1. My name is George Baker Thomson, Jr. I am an Associate General Counsel and Assistant Corporate Secretary of Frontier Communications Northwest Inc.

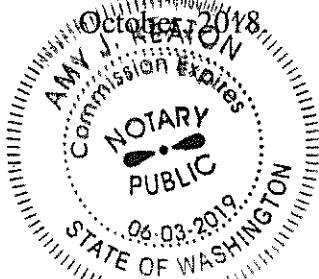
2. I swear that I have personal knowledge of the facts stated in this questionnaire, that I am competent to testify to them, and that I have the authority to make this certification on behalf of Frontier Communications Northwest Inc. I swear that the company has met the requirements for service capacity and offering service to residential customers specified in ORS 308.677(2). I further swear that all of the statements and representations made in this Gigabit Exemption Questionnaire are accurate and complete to the best of my knowledge and belief.




Signature

George Baker Thomson, Jr.
Associate General Counsel, Assistant Secretary
Frontier Communications Northwest Inc.

SWORN TO AND SUBSCRIBED before me on the 31 day of




Notary Public In and For the
State of WA

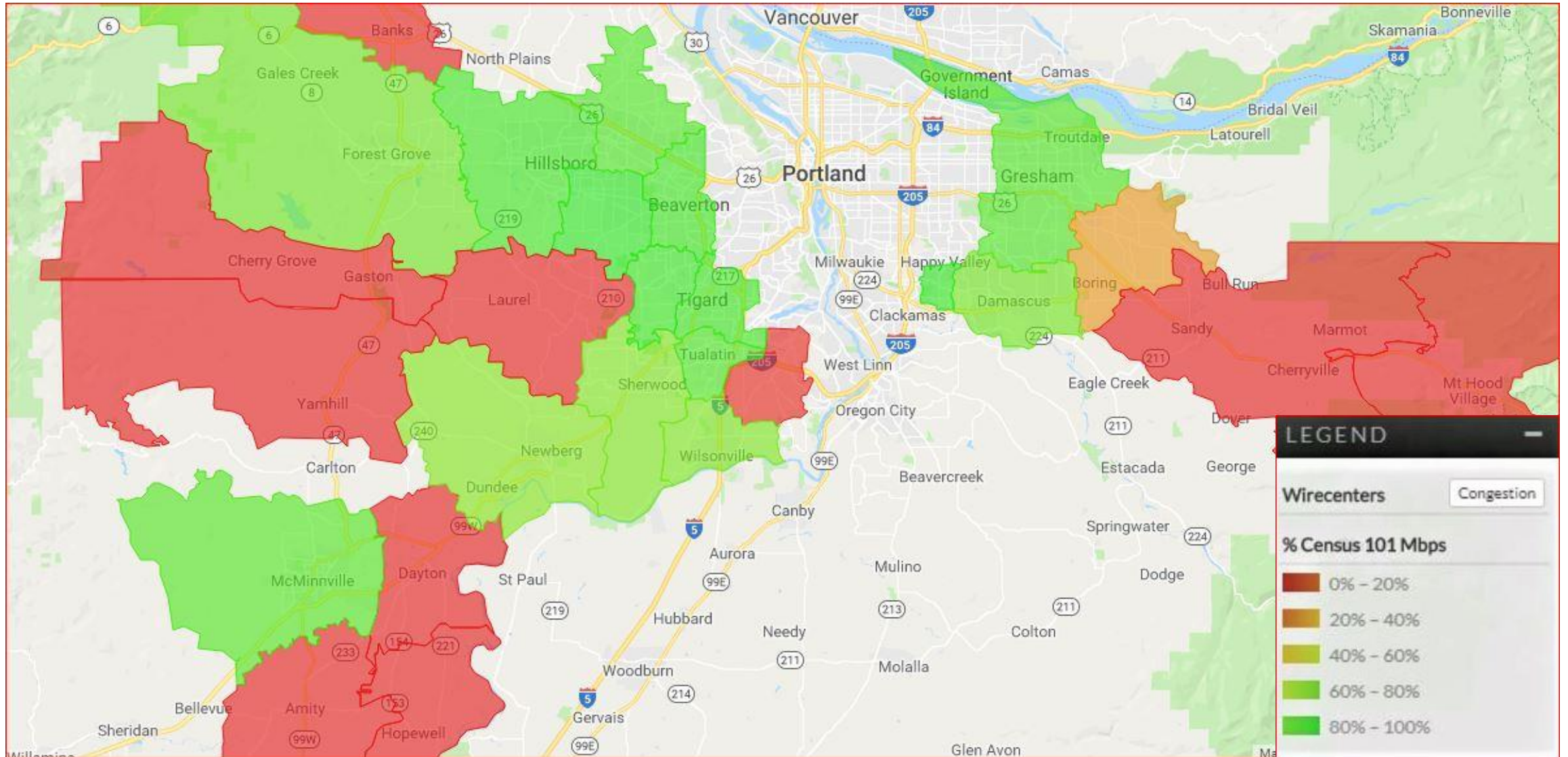
My commission expires: 6/3/2019



FiOS 300/300, FiOS 500/500, FiOS 1G/1G

Exchange	FiOS 300/300	FiOS 500/500	FiOS 1G/1G
Aloha	✓	✓	✓
Beaverton	✓	✓	✓
Aloha – Bull Mountain	✓	✓	✓
Aloha – Forest Grove 1	✓	✓	✓
Gresham	✓	✓	✓
Hillsboro	✓	✓	✓
McMinnville	✓	✓	✓
Newberg	✓		
Sherwood	✓		
Aloha – Somerset West	✓	✓	✓
Tigard	✓	✓	✓
Tualatin	✓		
Sunnyside	✓		
Wilsonville	✓		

1G/1G FiOS Exchanges Beaverton, Tigard, Gresham Metro Area

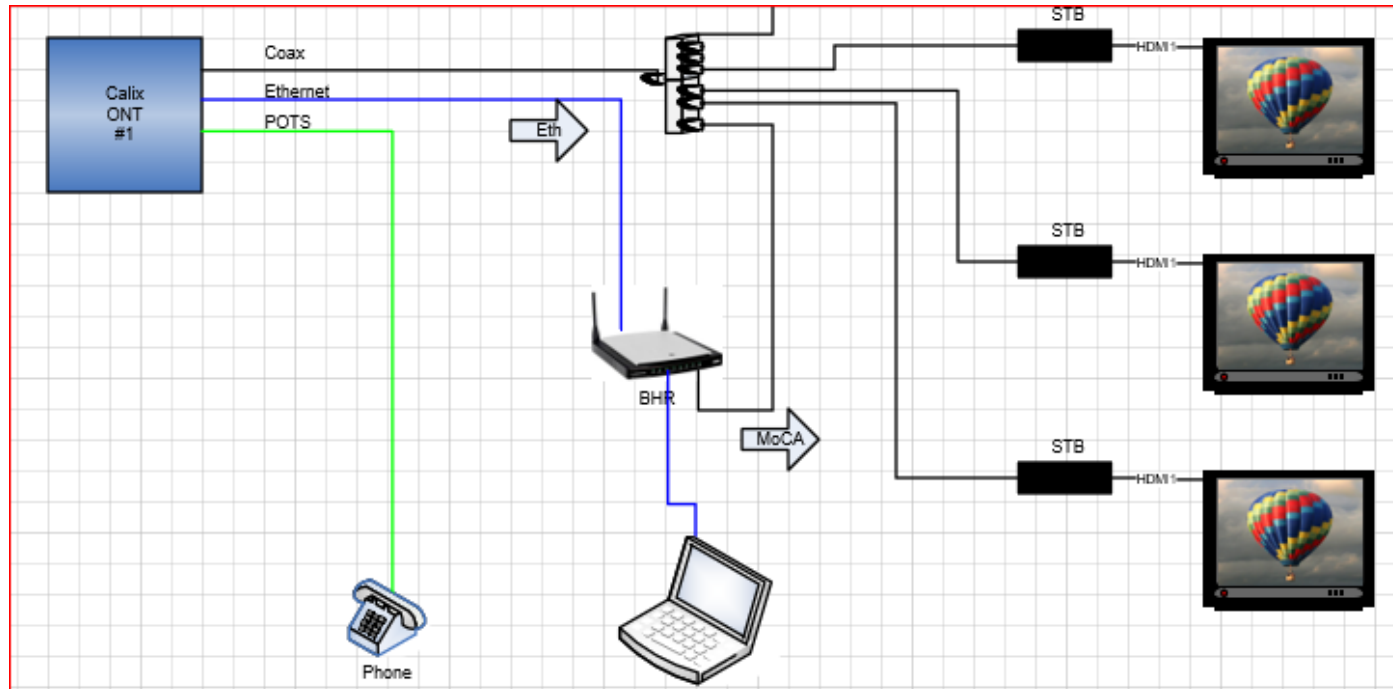


1G/1G Symmetrical Testing

- Testing was performed as a customer would from home with their PC hard wired into the UTP port of the Frontier broadband home router.
- Four tests at 7am 10/18/2018 from Hillsboro, OR to Seattle, WA and Palo Alto, CA Core routers.
- Four tests while streaming HD VOD (Amazon Prime) at approximately 7pm from Hillsboro, OR to Seattle, WA and Palo Alto, CA Core.

Equipment used

- Dell Laptop Latitude E5450
 - 16G RAM
- Windows 10 64bit operating system
 - 500G solid state Hard drive
 - 6ft cat5e ethernet patch cable
- G1100 FiOS Quantum Wireless Home router



<http://speedtest.frontier.com/>

Frontier Internet Speed Test Tool

Test your high-speed internet connection bandwidth to locations around the US with this interactive broadband speed-test tool.

This version of speed test requires the Adobe Flash Player to be installed and enabled in your browser.

If you do not have the player or need to update to the latest version, you can obtain the software by clicking the link below.



You can also try our [New Speed Test](#).

Tips for a successful speed test:

- This test should be run from a wired computer.
- Discontinue the use of streaming services while testing.
- For higher-bandwidth connections (e.g. FIOS), a free tool is available [here](#) to tune your computer's network settings.

For gigabit speeds, [click here](#) to run the test with optimized parameters.

New ! Our New Speed Test is available [here](#).

7 AM Test 1

Frontier

SPEEDTEST

Rectangular Snip

PING 5 ms	DOWNLOAD 962.9 Mbps
JITTER 1 ms	UPLOAD 942.3 Mbps

AGAIN

Frontier
Seattle, WA

COPY LINK

Frontier
Seattle, WA

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7:07 AM
10/18/2018

7 AM Test 2

Test your high-speed internet connection bandwidth to locations around the US with this interactive broadband speed-test tool.

The screenshot displays a speedtest interface for Frontier. On the left, four performance metrics are shown in a 2x2 grid:

PING 5 ms	DOWNLOAD 942.5 Mbps
JITTER 1 ms	UPLOAD 942.2 Mbps

Each of the four metric boxes has a red rectangular redaction mark covering the bottom portion. To the right of the metrics is a large red circle containing the word "AGAIN" in red capital letters. Below this circle, the text "Frontier" is displayed with a dropdown arrow, and "Seattle, WA" is shown below it. At the bottom of this section are three buttons: "COPY LINK", a Twitter icon, and a Facebook icon. At the bottom left of the interface, the text "Frontier" and "173.87.38.201" is visible. At the bottom right, "Frontier" and "Seattle, WA" are displayed. The entire interface is framed by a thin red border. At the very bottom of the image is a Windows taskbar with icons for Task View, File Explorer, Chrome, and Edge, along with system tray icons for network, volume, and date/time (7:11 AM, 10/18/2018).

7 AM Test 3

Frontier SPEEDTEST

PING 15 ms	DOWNLOAD 945.7 Mbps
JITTER 1 ms	UPLOAD 942.6 Mbps

Rectangular Snip

AGAIN

Frontier
Palo Alto, CA

COPY LINK

Frontier
173.87.38.201

Frontier
Palo Alto, CA

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7:06 AM
10/18/2018

7 AM Test 4

Test your high-speed internet connection bandwidth to locations around the US with this interactive broadband speed-test tool.

Frontier

Rectangular Snip **SPEEDTEST**

PING 15 ms	DOWNLOAD 928.6 Mbps
JITTER 1 ms	UPLOAD 942.2 Mbps

AGAIN

Frontier
Palo Alto, CA

[COPY LINK](#)

Frontier
173.87.38.201

Frontier
Palo Alto, CA



7 PM Test 1

Test your high-speed internet connection bandwidth to locations around the US with this interactive broadband speed-test tool.

Frontier

SPEEDTEST™

PING

5

ms

DOWNLOAD

837.1

Mbps

JITTER

1

ms

UPLOAD

943.9

Mbps

AGAIN

Frontier
Seattle, WA

COPY LINK



Frontier
173.87.38.201

Frontier
Seattle, WA

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7 PM Test 2

Frontier

SPEEDTEST

PING 4 ms	DOWNLOAD 746.5 Mbps
JITTER 1 ms	UPLOAD 942.8 Mbps

AGAIN

Frontier
Seattle, WA

COPY LINK

Frontier
173.87.38.201

Frontier
Seattle, WA

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7:01 PM
10/18/2018

7 PM Test 3

Frontier SPEEDTEST

PING 15 ms	DOWNLOAD 876.4 Mbps
JITTER 1 ms	UPLOAD 942.4 Mbps

AGAIN

Frontier
Palo Alto, CA

[COPY LINK](#)

Frontier
173.87.38.201

Frontier
Palo Alto, CA

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Taskbar: File Explorer, Chrome, Edge, System tray (7:10 PM, 10/18/2018)

7 PM Test 4

Frontier SPEEDTEST

PING 15 ms	DOWNLOAD 854.3 Mbps
JITTER 1 ms	UPLOAD 941.6 Mbps

AGAIN

Frontier
Palo Alto, CA

COPY LINK

Frontier
173.87.38.201

Frontier
Palo Alto, CA

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7:06 PM
10/18/2018