

NEW APPLICATION

ORIGINAL



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frontier RECEIVED
Communications

2013 SEP 18 P 3:24

September 18, 2013

AZ CORP COMMISSION
DOCKET CONTROL

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

T-20680A-13-0324

RE: Frontier Communications of the Southwest, Inc. T-20680A – New Offering

Dear Corporation Commissioners and Staff:

Enclosed please find the original and thirteen copies of the tariff filing for Frontier Communications of the Southwest, Inc., (Frontier).

The purpose of this filing is to establish a Customer Incentive Program (CIP) for Residence and Business customers. This filing mirrors the CIP filing made for Citizens Utilities Rural Company, Inc. in Docket T-01954B-13-0092, which became effective by operation of law on May 8, 2013.

It is respectfully requested that this filing become effective on October 18, 2013.

An additional copy of this letter is also enclosed. Please stamp this copy received and return it in the enclosed stamped, self-addressed envelope.

Please return approved stamped tariff sheets to:

Frontier Communications
Linda Saldaña
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Please direct any questions or notifications of action taken on this tariff filing to Kirk Lee at (425) 261-5855 or kirk.lee@ftr.com.

Sincerely,

R. Kirk Lee
Manager, Government & External Affairs

RKL: jac
Enclosures

Arizona Corporation Commission
DOCKETED

SEP 18 2013

DOCKETED BY	KVL
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ARIZONA

Canceling Original A.C.C. Sheet No. AC-3

SCHEDULE NO. AC

RULES (continued)

INDEX TO RULES (continued)

<u>Rule Number</u>	<u>Title</u>	<u>Sheet Number</u>	
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18	Right of Access	AC-77	
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20	High Toll Usage Monitoring and Notification Procedures	AC-84	
21	Termination Liability	AC-86	
22	Telephone Numbers	AC-88	
23	Residence Customer Incentive Program	AC-89	(N)
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Docket No. T-20680A-13-

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Date Filed: September 18, 2013

Decision No. _____

Vice President
Government and Regulatory AffairsEffective: October 18, 2013

SCHEDULE NO. AC

RULE NO. 23

(N)

RESIDENCE CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Residence Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

B2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

(continued)

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SCHEDULE NO. AC

RULE NO. 23 (continued)

(N)

RESIDENCE CUSTOMER INCENTIVE PROGRAM (continued)

A2 Regulations (continued)

B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

C1 The sales channel through which the products are sold.

C2 A specific geographic area.

C3 Existing customers who request to have one or more products disconnected.

C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.

C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

B8 The Company reserves the right to discontinue this offer.

A3 Rates and Charges

B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

C1 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or

C2 A waiver of up to three months of the recurring rate(s) or charge(s), or

C3 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or

C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.

B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

(N)

SCHEDULE NO. AC

RULE NO. 24

(N)

BUSINESS CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Business Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

B2 For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

(continued)

ARIZONA

Canceling _____ A.C.C. Sheet No. AC-92

SCHEDULE NO. AC

RULE NO. 24 (continued)

(N)

BUSINESS CUSTOMER INCENTIVE PROGRAM (continued)

A2 Regulations (continued)

B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- C1 The sales channel through which the products are sold.
- C2 A specific geographic area.
- C3 Existing customers who request to have one or more products disconnected.
- C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.
- C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

B8 The Company reserves the right to discontinue this offer.

A3 Rates and Charges

B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- C1 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
- C2 A waiver of up to three months of the recurring rate(s) or charge(s), or
- C3 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.

B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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