

Docket No. UT-090842  
 Frontier Responses to Public Counsel Data Request Nos. 341-348  
 October 12, 2009

**PUBLIC COUNSEL DATA REQUEST NO. 348:**

Please reference Frontier's Residential Internet Acceptable Use Policy (AUP), as shown at [http://www.frontier.com/policies/residential\\_aup](http://www.frontier.com/policies/residential_aup). Frontier states therein:

Frontier may suspend, terminate or apply additional charges to the Service if such usage exceeds a reasonable amount of usage. A reasonable amount of usage is defined as 5GB combined upload and download consumption during the course of a 30-day billing period. The Company has made no decision about potential charges for monthly usage in excess of 5GB.

- a. Please explain how Frontier monitors a customer's "upload and download" consumption.
- b. Please explain whether a Frontier broadband customer (using DSL or other Frontier broadband service) has the ability to monitor their usage relative to the 5 GB cap.
- c. Please explain how Frontier arrived at the 5 GB threshold for the usage cap.
- d. Please identify any case where Frontier has taken action against a customer for violating this provision of the AUP, and provide details of what actions were taken by Frontier with regard to the customer's alleged violation of the AUP.

**Response:**

Applicants assert Objection Nos. 3, 7, 9, and 12. Subject to and without waiver of the objections, Frontier responds as follows:

- a. Frontier does not regularly monitor customers' upload and download usage. Frontier will review network utilization on a complaint basis, or if it determines that network bandwidth utilization is unusually high based on deployed facilities and the number of types of customers in an area.
- b. See a.
- c. 5GB is a definition of acceptable usage Frontier has established on its AUP; it is not a usage cap. Service is not limited or interrupted at 5GB. Customers continue to use High Speed Internet service without disruption above 5GB. Frontier has determined that the average household uses less than 1.5GB or 1,500 megabytes a month. For the majority of our users, bandwidth caps will not be reached. However, some users have multiple servers or computers or download huge files that demand large amounts of available bandwidth. In response to these "power users," some industry participants have experimented with "tiered usage" plans that would be applicable when consumption reaches certain bandwidth levels. This type of plan is a way to allocate bandwidth so that all customers are not required to pay for disproportionately heavy use by a small number of customers. Frontier has not implemented and currently has no plan to implement any incremental charges based on exceeding 5GB or utilizing certain bandwidth usage levels.

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- d. Frontier has not terminated any customer's service based on exceeding the 5GB threshold identified in the AUP.

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Witness: To be determined