

**Exhibit No. \_\_\_ (JYR-5)**  
**Docket UT-121994**  
**Witness: Jing Y. Roth**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of Frontier  
Communications Northwest, Inc.'s  
Petition to be Regulated as a Competitive  
Telecommunications Company Pursuant  
to RCW 80.26.320**

**DOCKET UT-121994**

**EXHIBIT TO  
TESTIMONY OF**

**Jing Y. Roth**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*Staff Data Request No. 11 to Frontier Communications and Frontier's Response*

**April 25, 2013**

Docket No. UT-121994  
Frontier Responses to UTC Staff Data Requests Nos. 1-82  
March 1, 2013

**UTC STAFF DATA REQUEST NO. 11:**

**Re: Retail Rates – Promotional Offers**

Has Frontier made promotional offerings on any of its services since the Commission's final order issued April 16, 2010, authorizing Frontier's acquisition of Verizon Northwest, Inc. in Docket UT-090842? If so, please provide a list by service of these promotional offerings, including the date(s) of each promotion.

**Response:** Yes, Frontier has issued several promotions since April 2010, a list of which is attached as WStaff Set1 FTR11\_2010-2013Promos.

Prepared by: Carl Gipson  
Date: February 28, 2013  
Witness: To be determined

**Frontier Communications Northwest Inc.  
Promotions  
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W:\Staff\Set1\FTR\11\_2010-2013\Promos

<p>March 15, 2010 through November 21, 2010</p>	<p><b>Business Save/Retention Promotion</b></p> <p>The Company will offer the following promotion to new business customers who are willing to subscribe to the following services below and maintain those services for a period of 12 consecutive months and/or, if under term, until such time as the their term agreement expires.</p> <p>Frontier shall provide a monthly bottom of the bill credit for a period of 12 months in the amount of \$ 20.00 for customers, who subscribe to the services with an HSI plan, or a monthly bottom of the bill credit for a period of 12 months or who subscribe to the services with a FIOS plan.</p> <p>Qualifying Services:</p> <ul style="list-style-type: none"> <li>• 1 YR Dial Tone Term Line</li> <li>• Frontier must be the carrier of record for local, regional and long distance calling. (*any Optional calling plan to be selected by the customer)</li> <li>• Caller ID &amp; Standard Voicemail</li> <li>• Toll Free Service – Usage charges will be based on LD calling plan elected by the customer</li> <li>• Broadband – 1M HSI Service; 1 Year Term required; or 15/5 M FIOS Service; Minimum 1 Yr. Term. Higher speeds not available for offer.</li> </ul>
<p>May 24, 2010 through July 5, 2010.</p>	<p><b>Add-a-line 2010 Promotion</b></p> <p>New and existing customers who subscribe to either a Dial Tone 3-year term, a Internal Communications, System and Call Management Features 3-year term, the Unlimited Internal Communications, System and Call Management Features Basic Package or Unlimited Dial Tone Line Package 36-month term plan and subscribe to one (1) or more additional lines with unlimited calling and add the following features to that line: Call Waiting, 3-Way Calling, Call Forwarding, Caller ID, and Voice Messaging, and grow the customer's service lines to three (3) or more lines will be eligible for a promotional bill credit of \$5.00 or \$20.00 per month for twelve (12) consecutive months.</p>
<p>May 24, 2010 through November 21, 2010</p>	<p><b>Business Retain/Save Offer</b></p> <p>Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis.</p> <p>Eligible customers are existing business customers who:</p> <ul style="list-style-type: none"> <li>- seek to disconnect Frontier local exchange service, Internal Communications and Call Management Features service, Internal Communications, System and Call Management Features service or Unlimited Toll Usage for Business service; and</li> <li>- agree to retain their service(s) with Frontier; and</li> <li>- maintain the minimum spend level (MSL).</li> </ul> <p><b>AND SUBSCRIBE TO:</b></p>

**Frontier Communications Northwest Inc.  
Promotions  
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WAS Staff Set1\_FTR11\_2010-2013Promos

	<ul style="list-style-type: none"> <li>- a minimum one year term agreement for a Frontier exchange line or Internal Communications and Call Management Features service, or a two year term agreement for Internal Communications, System and Call Management Features service; and</li> <li>- a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business and Frontier Communications Online and Long Distance or Frontier broadband services.</li> </ul> <p><b>Promotion A</b> offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$45.00 per month total billed revenue services.</p> <p><b>Promotion B</b> offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$70.00 per month total billed revenue services.</p> <p><b>Promotion C</b> offers a \$15 credit per account for twelve (12) months (up to \$180.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$70.00 per month total billed revenue services.</p> <p><b>Promotion D</b> offers a \$20 credit per account for twelve (12) (up to \$240.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$90.00 per month total billed revenue services.</p> <p><b>Promotion E</b> offers a \$30 credit per account for twelve (12) months (up to \$360.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$160.00 per month total billed revenue services.</p> <p><b>Promotion F</b> offers a \$50 credit per account for six (6) (up to \$300.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$310.00 per month total billed revenue services.</p> <p><b>Promotion G</b> offers a \$70 credit per account for nine (9) (up to \$630.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$610.00 per month total billed revenue services.</p> <p><b>Promotion H</b> offers a \$70 credit per account for nine (9) months (up to \$630.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$310.00 per month total billed revenue services.</p> <p><b>Promotion I</b> offers a \$100 credit per account for nine (9) months (up to \$900.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$610.00 per month total billed revenue services.</p> <p><b>Business 2010 Promotion</b></p>
<p>May 24, 2010 through November 21, 2010</p>	<p>A. Existing qualifying business customers who proactively contact the Company to disconnect their service and subsequently agree not to disconnect and either currently subscribe to or are willing to subscribe to one of the combinations below will receive a promotional bill credit on their Frontier bill:</p> <p>An Unlimited Business Dial Tone Line (DTL) Basic Package 36-month term plan or an Unlimited Internal Communications, System and Call Management Features Basic Package 36-month term plan; and Frontier a nonregulated service determined by Frontier, will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.</p>

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	<p>A Single Line Business PAK 36-month term plan; and a Frontier nonregulated service determined by Frontier will be eligible for a promotional bill credit of \$1.50, \$5.00, or \$10.00 (depending on broadband speed chosen) for each of the twelve (12) consecutive months.</p> <p>B. New or existing qualifying business customers who as a direct result of Frontier's outbound telemarketing, direct Mail campaigns or other targeted Marketing activities agree to subscribe to one of the combinations of services specified below:</p> <p>A new limited Business Dial Tone Line (DTL) Basic Package 36-month term plan or a new Unlimited Internal Communications, System and Call Management Features Basic Package 36-month term plan; and a new dialtone, Internal Communications, System and Call Management Features, or expansion line or a new Frontier nonregulated service determined by Frontier, will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.</p> <p>A new Single Line Business PAK 36-month term plan; and a new Frontier nonregulated service determined by Frontier will be eligible for a promotional bill credit of \$1.50, \$5.00, or \$10.00 (depending on broadband speed chosen) for each of the twelve (12) consecutive months.</p> <p>Conditions</p> <p>This promotion does not apply to customers who are disconnecting their dial tone service through the Frontier website (<a href="http://www.frontier.com/">http://www.frontier.com/</a>).</p> <p>This offer is not available to customers disconnecting dial tone service for any of the following reasons:</p> <ul style="list-style-type: none"> <li>- Customer moving out of Frontier serving territory</li> <li>- Seasonal service</li> <li>- Death of customer</li> </ul> <p>If the customer discontinues any of the services as listed above and/or leaves the Company prior to the defined term periods, the customer will be subject to the termination liability associated with each individual term plan. In addition, all eligible monthly credits will cease upon the effective termination date(s).</p>
<p>June 21, 2010 through November 21, 2010.</p>	<p><b>Business Winback/Winover Fallback Promotion</b></p> <p>Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.</p> <p>Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:</p> <p><b>Promotion A</b> offers \$5 credit per account for six months (up to \$30.00) to customers who:</p> <ul style="list-style-type: none"> <li>- subscribe to at least one (1) line with a minimum one-year term agreement for a Frontier exchange line or and subscribe to a</li> </ul>

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	<p>minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Communications Online and Long Distance.</p> <p><b>Promotion B</b> offers \$10 credit per account for twelve months (up to \$120.00) to customers who:</p> <ul style="list-style-type: none"> <li>- subscribe to two to four lines with a minimum one-year term agreement for either Frontier exchange lines or Internal Communications and Call Management Features service, or a three-year term agreement for Internal Communications, System and Call Management Features service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Communications Online and Long Distance; or</li> </ul> <p><b>Promotion C</b> offers \$20 credit per account for twelve months (up to \$240.00) to customers who:</p> <ul style="list-style-type: none"> <li>- subscribe to five or more lines with a minimum one-year term agreement for either Frontier exchange lines or Internal Communications and Call Management Features service, or a three-year term agreement for Internal Communications, System and Call Management Features service, with at least two (2) lines also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Communications Online and Long Distance; or</li> </ul>
<p>November 23, 2010 through January 31, 2011</p>	<p><b>Business Retain/Save Offer</b></p> <p>Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis.</p> <p>Eligible customers are existing business customers who:</p> <ul style="list-style-type: none"> <li>- seek to disconnect Frontier local exchange service; Internal Communications and Call Management Features service, Internal Communications, System and Call Management Features service or Unlimited Toll Usage for Business service; and</li> <li>- agree to retain their service(s) with Frontier; and</li> <li>- maintain the minimum spend level (MSL).</li> </ul> <p><b>AND SUBSCRIBE TO:</b></p> <ul style="list-style-type: none"> <li>- a minimum one year term agreement for a Frontier exchange line or Internal Communications and Call Management Features service, or a two year term agreement for Internal Communications, System and Call Management Features service; and</li> <li>- a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business and Frontier Communications Online and Long Distance or Frontier broadband services.</li> </ul> <p><b>Promotion A</b> offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$45.00 per month total billed revenue services.</p> <p><b>Promotion B</b> offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$70.00 per month total billed revenue services.</p> <p><b>Promotion C</b> offers a \$15 credit per account for twelve (12) months (up to \$180.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$70.00 per month total billed revenue services.</p>

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	<p><b>Promotion D</b> offers a \$20 credit per account for twelve (12) (up to \$240.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$90.00 per month total billed revenue services.</p> <p><b>Promotion E</b> offers a \$30 credit per account for twelve (12) months (up to \$360.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$160.00 per month total billed revenue services.</p> <p><b>Promotion F</b> offers a \$50 credit per account for six (6) (up to \$300.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$310.00 per month total billed revenue services.</p> <p><b>Promotion G</b> offers a \$70 credit per account for nine (9) (up to \$630.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$610.00 per month total billed revenue services.</p> <p><b>Promotion H</b> offers a \$70 credit per account for nine (9) months (up to \$630.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$310.00 per month total billed revenue services.</p> <p><b>Promotion I</b> offers a \$100 credit per account for nine (9) months (up to \$900.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$610.00 per month total billed revenue services.</p>
<p>November 23, 2010 through January 31, 2011.</p>	<p><b>Business Winback/Winover Falback Promotion</b></p> <p>Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.</p> <p>Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:</p> <p><b>Promotion A</b> offers \$5 credit per account for six months (up to \$30.00) to customers who:</p> <ul style="list-style-type: none"> <li>- subscribe to at least one (1) line with a minimum one-year term agreement for a Frontier exchange line or and subscribe to a minimum one-year term agreement for Frontier Unlimited. Toll Usage for Business or Frontier Communications Online and Long Distance.</li> </ul> <p><b>Promotion B</b> offers \$10 credit per account for twelve months (up to \$120.00) to customers who:</p> <ul style="list-style-type: none"> <li>- subscribe to two to four lines with a minimum one-year term agreement for either Frontier exchange lines or Internal Communications and Call Management Features service, or a three-year term agreement for Internal Communications, System and Call Management Features service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Communications Online and Long Distance; or</li> </ul> <p><b>Promotion C</b> offers \$20 credit per account for twelve months (up to \$240.00) to customers who:</p>

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<p>February 1, 2011 through March 31, 2011.</p>	<p><b>Business Retain/Save Offer</b></p> <p>Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.</p> <p>Eligible customers are existing business customers who:</p> <ul style="list-style-type: none"> <li>- seek to disconnect Frontier local exchange service; Customized Multi-line Telephone Service, Custom Line Telephone Service or Unlimited Toll Usage for Business service; and</li> <li>- agree to retain their service(s) with Frontier; and</li> <li>- maintain the minimum spend level (MSL).</li> </ul> <p><b>AND SUBSCRIBE TO:</b></p> <ul style="list-style-type: none"> <li>- a minimum one year term agreement for a Frontier exchange line or Customized Multi-line Telephone Service, or a two year term agreement for Custom Line Telephone Service; and</li> <li>- a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business and Frontier Communications Online and Long Distance Inc., or Frontier Broadband services.</li> </ul> <p>A term agreement is required on all lines that the customer sought to disconnect:</p> <p><b>Promotion A</b> offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$45.00 per month total billed revenue services.</p> <p><b>Promotion B</b> offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$70.00 per month total billed revenue services.</p>



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<p>September 11, 2011 through December 9, 2011</p>	<p><b>Custom Value Business Promotion</b></p> <p>Offering new business customers an additional credit for the length of the term for the following services:</p> <table border="0"> <thead> <tr> <th></th> <th style="text-align: right;"><u>Monthly Credit</u></th> </tr> </thead> <tbody> <tr> <td>Single Line Business 1 year term</td> <td style="text-align: right;">\$6.01</td> </tr> <tr> <td>Unlimited Custom Line Telephone Service Basic Packages 3 year</td> <td style="text-align: right;">\$12.01</td> </tr> <tr> <td>Expansion Line with Unlimited Calling</td> <td style="text-align: right;">\$15.01</td> </tr> <tr> <td>Unlimited Dial Tone Basic Package 3 year</td> <td style="text-align: right;">\$17.01</td> </tr> <tr> <td>Unlimited Customer Line Telephone Service Basic Package 1 year</td> <td style="text-align: right;">\$21.01</td> </tr> <tr> <td>Unlimited Custom Line Telephone Service Basic Packages 1 year</td> <td style="text-align: right;">\$26.01</td> </tr> </tbody> </table>		<u>Monthly Credit</u>	Single Line Business 1 year term	\$6.01	Unlimited Custom Line Telephone Service Basic Packages 3 year	\$12.01	Expansion Line with Unlimited Calling	\$15.01	Unlimited Dial Tone Basic Package 3 year	\$17.01	Unlimited Customer Line Telephone Service Basic Package 1 year	\$21.01	Unlimited Custom Line Telephone Service Basic Packages 1 year	\$26.01
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