

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: FRONTIER COMMUNICATIONS OF IOWA, INC.	DOCKET NO. RPU-99-4
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ORDER REQUIRING RESPONSES TO QUESTIONS

(Issued March 3, 2000)

On December 29, 1999, the Utilities Board (Board) initiated a review of the operation of Frontier Communications of Iowa, Inc. (Frontier), under price regulation. The Board identified certain areas of inquiry that were to be addressed by Frontier in its initial testimony.

After completing its initial review of the direct testimony filed by Frontier, the Board finds it has a number of additional questions. The ability of the Board to complete its review of the operation of Frontier under price regulation in a timely manner will be improved by receiving answers to all of these questions in advance of the hearing. Accordingly, the Board will direct Frontier to answer all of the questions on the attached document, identified as Attachment A and incorporated herein by this reference, within two weeks of the date of this order. If Frontier is unable to respond to some of the questions in that time frame, it should file a detailed request for extension of time, applying only to those questions that cannot be answered within two weeks and explaining why that is so.

IT IS THEREFORE ORDERED:

Frontier Communications of Iowa, Inc., is directed to answer the questions set forth in the attached document, identified as Attachment A, within two weeks of the date of this order. Answers should be submitted in the form of sworn testimony and exhibits.

UTILITIES BOARD

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

/s/ Raymond K. Vawter, Jr. /s/ Diane Munns
Executive Secretary

Dated at Des Moines, Iowa, this 3rd day of March, 2000.

**ATTACHMENT A
TO
"ORDER REQUIRING ADDITIONAL INFORMATION"**

**DOCKET NO. RPU-99-4
FRONTIER COMMUNICATIONS OF IOWA, INC.**

The revised price regulation plan filed December 21, 1995, sets forth the terms and conditions for Frontier Communications of Iowa, Inc. (Frontier), to comply with Iowa Code § 476.97. The plan dictates, at IV.C, that Frontier may change any nonbasic communications service (NCS) upon proper notice. Further, increases in Frontier's aggregate revenue weighted NCS prices shall not exceed 6 percent in any 12-month period. The information in question 1 is necessary in order for the Board to determine compliance with this requirement.

1. For each of the following calendar years, 1996, 1997, 1998, and 1999, please provide separate Excel spreadsheets containing the parameters set forth below.
 - a. The spreadsheet is for basic services as defined by the plan.
 - b. The first column is the base year of 1995 utilizing prices, units in service as of 12/31/1995 for fixed services and for services based on minutes of use, the usage used shall be the period 1/1/95 through 12/31/95.
 - c. The second column of each spreadsheet shall be one of the years stated above, based on actual prices charged and units in service.
 - d. The first two columns shall be totaled.
 - e. The third column shall be the comparison of the two columns. The third column shall show by service the percentage increase each year. The total of the third column shall be the average percentage increase between the totals of the first two columns.
 - f. The fourth column should utilize current year's units in service at 1995 prices. For services currently in effect that were not offered as of 12/31/95, the price should be shown as \$0 but the units should be provided.
 - g. The fifth column should be a comparison of column one and column four.
 - h. The sixth column should utilize current year's prices with units in service 12/31/95. For services currently in effect that were not offered as 12/31/95, the price should be shown at its current price, but the number of units should be 0.
 - i. The seventh column should be a comparison of column one and column six.

- j. The computation of each service in the spreadsheet for the current year shall utilize current prices, units in service as of the end of the current year for fixed services and for services based on minutes of use, the usage used shall be the period 1/1 of the current year through 12/31 of the current year.
2. In Docket No. TF-96-219, the Continuous Redial and Last Call Return casual use charges were increased. In Docket No. TF-98-181, the Intragroup Access Line Service rates were increased. Why were only these three services targeted for increases since the start of the plan on December 31, 1995?
 - a. If the answer is because these increases were cost-related, were cost studies ever prepared and filed with the Board that substantiate the need for increases in these prices?
 - b. Are these services now priced above cost?
3. Regarding repeat trouble reports within 30 days, as shown on page 2 of 8, and 6 of 8, Exhibit SHH-5, please provide the following additional information:
 - a. Method of calculation.
 - b. Monthly numbers used in the calculation.
4. Pursuant to 199 IAC 22.6(3)"f" regarding repeat trouble reports, please explain your referral procedure. Please provide a summary of corrective procedures implemented related to these repeat trouble reports.
5. Please explain what new procedures have been implemented to assure that data will now be captured pursuant to 199 IAC 22.6(4) regarding missed appointments over one hour.
6. Please provide a response to the second question shown at page 5 at No. 4 regarding a new or revised modernization plan Frontier may have developed for its Iowa exchanges since it began operation under price regulation.

Any spreadsheets are to be provided both in hard copy and in IBM compatible media.