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NORTH DAKOTA  
PUBLIC SERVICE COMMISSION



9260 E. Stockton Blvd  
Elk Grove, CA 95624

July 7, 2022

Mr. Steve Kahl  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, Dept. 408  
Bismarck, ND 58505-0480

Re: Eligible Telecommunications Carrier 2021 Annual Report – Rule 69-09-05-12.1

Dear Mr. Kahl:

Citizens Telecommunications Company of Minnesota, LLC (“CTC-MN”), hereby files the attached Eligible Telecommunications Carrier 2021 Annual Report pursuant to Rule 69-09-05-12.1.

If you have any questions, please contact Mr. Scott Bohler at (612) 562-7183 or via e-mail at [Scott.Bohler@ftr.com](mailto:Scott.Bohler@ftr.com).

Respectfully submitted,

/s Joe Chicoine/

Joe Chicoine  
Sr. Manager, Regulatory Affairs  
Attachments

cc: Scott Bohler, Frontier

**Citizens Telecommunications Company of Minnesota, LLC -  
Oslo Exchange Annual Report**

**1. a) Amount of High-Cost Universal Service Support received in 2021.**

Citizens Telecommunications Company of Minnesota, LLC (CTC MN) serves 30 North Dakota residents. The North Dakota residents are served from the Oslo central office that is located in Minnesota and is in Study Area Code (SAC) 361123, which includes geographic areas in both Minnesota and North Dakota and includes about 37,196 customers. In 2021 for SAC 361123, CTC MN and its affiliates received \$27,551,364<sup>1</sup> from the Connect America Fund Phase II program which, includes \$18,747 of CAF II support for 15 eligible locations in North Dakota.

**b) How was the support used in 2021 for provision, maintenance, or upgrading?**

There were no specific construction projects for the 30 North Dakota customers.

**c) Any changes for reports previously filed?**

No. The Federal Communications Commission's CAF Phase II program expired on 12/31/21 and CTC-MN no longer receives federal high-cost support for this study area.

**d) Estimate amount of High-Cost Universal Service Support the carrier expects to receive in 2023.**

None.

**e) How will the support in 2023 be used for provision, maintenance, or upgrading?**

CTC-MN no longer receives federal high-cost support for this study area. If any support is received in 2023 it will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended.

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<sup>1</sup> The \$27,265,386 received from the Connect America Fund Phase II program is applicable to CTC-MN study area codes 361123 / 367123 and Frontier Communications of Minnesota, Inc study area code 361367.

**f) Identify specific construction or upgrade projects, how will the service be improved by each project, and what is the start and completion date for each project. Also, what is the amount of investment for each project, the geographic area of each improvement, and the estimated population that will be served?**

There are no specific projects for the 30 North Dakota customers.

**NOTE: This information has to be submitted at the study area level if the carrier is an ILEC. For other eligible carriers the information has to be submitted at the ILEC study area level. If a study area or designated service area includes geographic areas in more than one state, the information must also be submitted at the North Dakota level.**

The North Dakota customers are part of the Minnesota study area.

- 2. Detailed information on any outage, as that term is defined in 47 C.F.R. section 4.5, of at least thirty minutes in duration for each designated service area for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or a 911 special facility, as defined in 47 C.F.R. section 4.5(e).**

There were no reportable outages in 2021.

- 3. The number of requests for service from potential customers within the designated service area that were unfulfilled during the past year.**

There were no requests for service from potential North Dakota customers within the designated service area (SAC 361123) that were unfulfilled during 2021 by CTC MN.

- 4. The number of complaints per one thousand handsets.**

CTC MN received zero North Dakota customer complaints during 2021.

- 5. Does the carrier comply with applicable service quality standards and consumer protection rules?**

CTC MN complies with applicable service quality standards and consumer protection rules.

**6. Is the carrier able to function in emergency situations?**

CTC MN is able to remain functional in an emergency situation through the use of back-up power to ensure functionality without an external power source. CTC MN has backup battery reserve in its central office, which enables it to provide service for a minimum of eight hours.

**7. Does your company offer a local usage plan? If so, and if you are a CETC, is this plan comparable to that offered by the incumbent LEC in your designated area?**

CTC MN offers local exchange service on a flat-rate unlimited usage basis but not on a measured usage basis. CTC MN is the incumbent carrier.

**8. Does your company acknowledge that the FCC may require it to provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area?**

CTC MN acknowledges that it may be required to provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area.