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**ILLINOIS COMMERCE COMMISSION**  
**SECTION 5-117 SUPPLIER DIVERSITY REPORT FOR**  
**NEWLY IMPACTED ENTITIES**  
**FORM**

**2018 Report**

1. Name of Entity: Citizens Telecommunications Company of Illinois and Frontier North, Inc. collective referred to as "Frontier"
2. Business Address: 401 Merritt 7, Norwalk, CT 06851
3. Business Address in Illinois (if different): 109 E Market Street, Bloomington, IL 61701
4. Person Responsible for Preparation of Report / Title: Joe Chicoine, Sr. Manager, Regulatory Affairs
5. Type of Entity (check as many as apply):
  - Distribution
  - Generation:
    - Nuclear    Hydroelectric    Solar    Wind    Other
  - Alternative Supplier:
    - Natural Gas    Electricity
  - Other - please describe: Telecommunications Provider
6. Please identify the person at your entity that an Illinois minority-owned business (MBE), business owned by women (WBE), business owned by veterans (VBE), business owned by persons with disabilities (DBE) or small business (SBE) that wants to do business with your entity should contact. Dawn Gilbert Phone No. 805-375-5300, Email: [dawn.gilbert@ftr.com](mailto:dawn.gilbert@ftr.com)

7. In calendar year 2017, did your entity satisfy the applicable revenue criteria below?

Yes  No

- For an alternative retail, municipal or electrical cooperative electric supplier, sales or delivery of 500,000 or more kwh
- For an alternative gas supplier or natural gas cooperative, sales or delivery of 500,000 or more dekatherms
- For any other commercial energy supplier, sales or delivery of 500,000 or more kwh

8. In calendar 2017, did your entity track spending with, contracting with or procurement from MBEs, WBEs, VBEs, DBEs and/or SBEs?  Yes  No

(Currently Frontier captures MWDVSBSE spend in accordance to CA GO 156)

- If you checked “no,” describe the actions you can take to respond to the reporting requirements of Section 5-117 of the Public Utilities Act next year. (Note: 2018 reports will be due April 15, 2019)

***IF YOUR ANSWER TO EITHER QUESTION 7 OR 8 IS “NO”, YOU MAY STOP HERE; OTHERWISE, PROCEED TO QUESTION 9***

9. Total calendar year 2017 spending / total value of contracts with / total procurement from minority-owned businesses (MBEs), businesses owned by women (WBEs) businesses owned by veterans (VBEs), businesses owned by persons with disabilities (DBEs) and/or small businesses (SBEs):

(a) \$       **\$80,800,865**      .00                      Percentage of total: 36.08\_\_%\*CA specific

(b) Illinois totals (if tracked)  
\$ \_\_\_\_\_ .00                      Percentage of total: \_\_\_%

10. If your entity tracks spending by type of business, please complete the table below:

	<u>Entity Totals</u>	
Vendor Classification	Spending	Percentage of Total
MBEs	<b>\$51,249,747</b>	22.88
WBEs	<b>\$27,765,467</b>	12.40
VBEs	<b>\$1,785,651</b>	.80
DBEs		
SBEs		

	<u>Illinois Totals, if tracked</u>	
Vendor Classification	Spending	Percentage of Total
MBEs		
WBEs		
VBEs		
DBEs		
SBEs		

- If you do not have Illinois-specific information, please state why: - Currently Frontier does not tracking Illinois specific totals as we do not meet thresholds to revenue criteria.

11. Please state whether your entity has a plan to increase its contracting with, or procurement from, MBEs, WBEs, VBEs, DBEs and SBEs during the coming year:

Yes     No

12. If you answered “yes” to Question 11, please describe your entity’s plan.

Frontier continued its commitment to supplier diversity by communicating the importance of and how to include diverse suppliers in the sourcing process to employees with operations and purchasing responsibilities. Frontier’s senior leadership issued multiple communications outlining the importance of and our commitment to supplier diversity.

- Training sessions were held with our supply chain organization to ensure employees understand supplier diversity is a formal part of our sourcing program and the benefits of involving diverse suppliers in our supply chain.
- We implemented group and individual diverse spending goals in order to drive utilizations of diverse suppliers by building these metrics into our performance evaluations.
- We have continued to make significant investments in technology to improve our ability to register and monitor suppliers in our online strategic sourcing portal. The sourcing team has also created detailed spend analytics which allow us to monitor key contracting opportunities and trends on a monthly basis to actively manage improvements in our program

13. Please state whether your entity has goals for contracting with, or procurement from, MBEs, WBEs, VBEs, DBEs and SBEs:  Yes     No

14. If you answered “yes” to Question 13, please describe your entity’s plan, if any, to increase those procurement goals.

- The Frontier sourcing team performed a detailed evaluation of spend to identify goods and services that are coming up for bid to ensure that we are focused on areas where we can make an impact.

15. Please attach any rules, regulations, and definitions your entity uses to meet those procurement goals.

- Regularly monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Encourage Frontier's prime suppliers to diversify their base of MWDVLGBTBE suppliers and subcontractors, and develop relationships that would be mutually beneficial.

16. Please identify any areas of procurement or contracting in which your entity will actively seek more participation by MBEs, WBEs, VBEs, DBEs and SBEs.

- Construction, Facilities, Engineering, Fabrication and Installation.

17. Please describe any plan your entity has to encourage MBEs, WBEs, VBEs, DBEs and SBEs to submit bids or proposals in those areas. –

- Continue to collaborate with minority and non-minority advocacy organizations and prime contractors to support doing business with and encourage economic development of MWDVLGBTBEs

18. Has your entity faced challenges in finding qualified MBEs, WBEs, VBEs, DBEs or SBEs to submit bids or proposals?

- None

19. Please identify any suggestions your entity has regarding what the Illinois Commerce Commission can do to help you identify qualified MBEs, WBEs, VBEs, DBEs or SBEs.

20. Please identify any certifications of MBE, WBE, VBE, DBE or SBE status that your entity recognizes.

- MWDVBLGBTBE & SBE

21. Please identify any best practices your entity uses to encourage qualified MBEs, WBEs, VBEs, DBEs or SBEs to submit bids or proposals.

Frontier will continue to develop its supplier diversity program, with an emphasis on outreach to the supplier community, web-based tools to allow effective supplier access, and the development of best practices. Frontier will also closely monitor opportunities

to increase spending results, to promote supplier diversity and to meet its objectives, including:

- Work with various chambers of commerce and business associations to conduct one-on-one meetings between WMDVLGBTBEs and Frontier's sourcing leaders to discuss both current opportunities in general Frontier requirements for the applicable product or service.
- Participate in local, regional and national supplier diversity events such as: conferences, forums, symposiums, trade fairs and workshops to build awareness of Frontier's procurement requirements by participating in business matchmaking and one-on-one supplier meetings.
- Work closely with prime suppliers to ensure that they meet their 2nd tier utilization requirements and review and expand areas of opportunity for diverse spend.