



1800 – 41st Street
P. O. Box 1003
Everett, WA 98201-1003

September 29, 2016

Advice Letter No. OR-16-07

Filing Center
Oregon Public Utility Commission
201 High St SE
Salem, OR 97301

RE: Citizens Telecommunications Company of Oregon – Operator Services

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) hereby submits for electronic filing the original and a redlined copy of the revised tariff sheets.

The purpose of this filing is to introduce a variety of Operator Assisted Services.

Frontier is sending the confidential work papers via UPS delivery.

It is respectfully requested that this filing become effective on November 20, 2016.

Please return stamped tariff sheets to:

Frontier Communications
Linda Saldaña
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Any questions or notifications of action taken on this filing should be directed to Kirk Lee at (425) 261-5855 or Kirk.Lee@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "R. Kirk Lee". The signature is written in a cursive, flowing style.

R. Kirk Lee
Manager, Government & External Affairs

RKL: lms
Enclosures

**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.
P.U.C. OR. NO. 3**

Section I
Schedule B
23rd Revised Sheet No. 2

**FOR DEPARTMENT'S
RECEIPT STAMP**

| SECTION INDEX | | | |
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| <u>SECTION</u> | | <u>SCHEDULE</u> | <u>SHEET NOS.</u> |
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| | Line Extension Charges | 5 | 1 |
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| | Residential Services Protection Fund (RSPF) Surcharge | 8 | 3 |
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| | Digital Channel Service (DCS) | 18 | 1 |
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| | Voice Mail Service | 23 | 1 |
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| | N11 Services | 25 | 1 |
| | Electronic Bill Presentment and Payment (EBPP) | 26 | 1 |
| | Business Traffic Study Service | 27 | 1 |
| | Integrated Services Digital Network (ISDN) -- Primary Rate Interface (PRI) | 28 | 1 |
| | Bundled Service | 29 | 1 |
| | Operator Services | 30 | 1 |

(N)

ISSUED BY: STEVE CROSBY
SENIOR VICE PRESIDENT
REGULATORY AFFAIRS
9260 E. STOCKTON BLVD.
ELK GROVE, CA 95624

ISSUED: SEPTEMBER 29, 2016
EFFECTIVE: NOVEMBER 20, 2016
ADVICE LETTER NO. OR-16-07

Section IV
Schedule 30
Original Sheet No. 1

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

OPERATOR SERVICES

A. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

1. Busy Verification

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

2. Busy Interrupt

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

3. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

4. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

5. Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

6. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

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Section IV
Schedule 30
Original Sheet No. 2

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

OPERATOR SERVICES

A. GENERAL (Continued)

7. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

8. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

B. RATES AND CHARGES

| | <u>Per Call</u> |
|--------------------------------------|-----------------|
| Busy Verification | \$2.00 |
| Busy Interrupt | 3.50 |
| Operator Assisted Station to Station | 1.50 |
| Collect | 1.50 |
| Operator Assisted Person to Person | 3.50 |
| Operator Assisted Time and Charges | 1.50 |
| Operator Assisted – Corrections | 2.00 |
| Billed to Third Number | 1.50 |

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CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.
P.U.C. OR. NO. 3

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22nd-23rd Revised Sheet No. 2

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SENIOR VICE PRESIDENT
REGULATORY AFFAIRS
9260 E. STOCKTON BLVD.
ELK GROVE, CA 95624

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