



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

December 9, 2016

Advice Letter No. OR-16-09

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

RE: Citizens Telecommunications Company of Oregon – Convenience Fee

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 new convenience fee if Business and Residential customers elect the option of making a payment using a Company Representative. Frontier is establishing this fee in response to steadily increasing use of this payment option by customers in recent periods. By establishing a convenience fee for this service, customers may then be incented to use other payment options which are free to them, such as by mail, via the Company's website, or automated payment by phone.

Frontier is sending the confidential work papers via UPS delivery.

It is respectfully requested that this filing become effective on January 22, 2017.

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".

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
24th Revised Sheet No. 2

**FOR DEPARTMENT'S
RECEIPT STAMP**

<u>SECTION</u>	<u>SECTION INDEX</u>	<u>SCHEDULE</u>	<u>SHEET NOS.</u>
III.	LOCAL SERVICE		
	Local Service Rates and Charges	1	1
	Service Charges	2	1
	Mileage Rates	3	1
	Extended Area Service	4	1
	Line Extension Charges	5	1
	Special Construction	6	1
	Customer Provided Pay Telephone Service	7	1
	Oregon Telephone Assistance Program (OTAP)	8	1
	Residential Services Protection Fund (RSPF) Surcharge	8	3
	Enhanced Lifeline Service for Tribal Lands	9	1
	Tribal Link Up Program	10	1
IV.	GENERAL SERVICES		
	Direct Inward Dialing (DID) Service	1	1
	Directory Service	2	1
	Competitive Response	3	1
	Employee's Service - Discontinued	4	1
	Employee Telephone Concession Service	4A	1
	Foreign Exchange Service	5	1
	Interexchange Receiving Service	6	1
	Local Private Line Service	7	1
	Touch Calling Service	8	1
	Digital Centrex Service	9	1
	Tax Adjustments	10	1
	Directory Assistance Service	11	1
	Custom Calling Service	12	1
	Customer's Transfer Service	13	1
	Connection With Customer-Provided and Maintained Facilities	14	1
	Discontinued Services	15	1
	Switched 56 Data Services	16	1
	Promotional Offerings	17	1
	Digital Channel Service (DCS)	18	1
	Customized Local Area Signaling Service (CLASS)	19	1
	Bundled Services	20	1
	Access Line Hunting Service	21	1
	Protection Services For High Voltage Environments	22	1
	Voice Mail Service	23	1
	Information Services Call Blocking	24	1
	N11 Services	25	1
	Electronic Bill Presentment and Payment (EBPP)	26	1
	Convenience Fee	26	2
	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: DECEMBER 9, 2016
EFFECTIVE: JANUARY 22, 2017
ADVICE LETTER NO. OR-16-09

Section IV
Schedule 26
3rd Revised Sheet No. 1

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

ELECTRONIC BILLING AND PAYMENT OPTIONS

(T)

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

(N)

A. APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

C. GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

Monthly Rate

Rate for both a paper copy and an electronic bill copy

\$2.00

E. CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in Tariff Section III, Schedule 2 do not apply to this service.
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

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Section IV
Schedule 26
Original Sheet No. 2

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

ELECTRONIC BILLING AND PAYMENT OPTIONS

(N)

CONVENIENCE FEE

A. GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

B. RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence \$4.50

(N)

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

ISSUED: DECEMBER 9, 2016
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ADVICE LETTER NO. OR-16-09

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

Section I
Schedule B
~~23rd~~-~~24th~~ Revised Sheet No. 2

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(N)

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

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Section IV
Schedule 26
~~2nd~~-~~3rd~~ Revised Sheet No. 1

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

~~ELECTRONIC BILLING PRESENTMENT AND PAYMENT OPTIONS (EBPP)~~

(T)

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

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D. RATES AND CHARGES

Monthly Rate

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

Section IV
Schedule 26
Original Sheet No. 2

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RECEIPT STAMP**

GENERAL SERVICES

ELECTRONIC BILLING AND PAYMENT OPTIONS

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- The payment is for a Government account.

B. RATES AND CHARGES **Nonrecurring Charge**

Convenience Fee, per occurrence \$4.50

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