



21 West Ave
Spencerport, NY 14559

June 6, 2017

Advice Letter No. OR-17-05

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

RE: Citizens Telecommunications Company of Oregon – Late Payment Charge

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

The purpose of this filing is to include methodology calculating the Late Payment Charge and increase the rate.

The proposed rate increase will impact approximately 13,512 Residential customers and 1,260 Business customers annually. A confidential revenue impact analysis is being sent via UPS delivery.

Customers are being notified 45 days prior to the rate increase. A copy of the bill message is included in Attachment A.

Frontier is sending the confidential work papers via UPS delivery.

It is respectfully requested that this filing become effective on July 12, 2017.

Please direct any questions or notifications of action taken on this filing to Leslie Zink at (585) 777-4717, or Leslie.zink@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Leslie Zink".

Leslie Zink
Sr. Manager, Pricing & Tariffs

LZ: lms
Enclosures



Attachment A

BILL MESSAGE FOR LATE PAYMENT CHARGE RATE INCREASE

Residential

Effective with your next bill, the new applicable late payment fee will increase to \$5.00 or 1.9%, whichever is greater, for customers who subscribe to Voice, Internet, or TV. Please contact Customer Service with any questions at 800-921-8101.

Business

Effective with your next bill, the new applicable late payment fee will increase to \$5.00 or 1.9%, whichever is greater, for customers who subscribe to Voice, Internet, or TV. Please contact Customer Service with any questions at 800-921-8102.

GENERAL REGULATIONS
(Continued)

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

7. Special Information Required on Forms

- a. Each contract for telephone service will contain substantially the following provision:
 - (1) "This contract shall at all times be subject to such changes or modifications by the Public Utility Commission of Oregon as said Commission may, from time to time, direct in the exercise of their jurisdiction."
- b. Each regular monthly bill for telephone service will contain on the face or back thereof the following statement:
 - (1) "If this bill is not paid within 15 days from date of presentation, service may be discontinued, in which event restoration will not be made until the bill has been paid."
 - (2) A late payment charge as defined in Section II, Schedule 1 will be applied to accounts not paid in full each month and leaving an unpaid balance of \$20.00 or more, carried forward. (T)
- c. Each annual bill for telephone service will contain on the face or back thereof the following statement:
 - (1) "If this bill is not paid within 30 days from date of presentation, service may be discontinued, in which event restoration will not be made until this bill has been paid."
 - (2) A late payment charge as defined in Section II, Schedule 1 will be applied to accounts not paid in full each month and leaving an unpaid balance of \$20.00 or more, carried forward. (T)
- d. Each monthly and annual bill for telephone service will also contain on the face or back thereof the following statement:
 - (1) "Should you question this bill, please request an explanation from the Company. If you thereafter feel you have been billed incorrectly, a Company representative in the local business office will be happy to explain to you the procedure for obtaining review by the Public Utility Commission of the State of Oregon of the amount still in question."

GENERAL REGULATIONS
(Continued)

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

14. Late Payment Charge OAR 860-34-0120

- a. A Late Payment Charge of 1.9 percent or \$5.00 (whichever is greater) will be applied to accounts not paid in full each month and leaving an unpaid balance of \$20.00 or more, carried forward. (C)(I)
- b. The late payment charge will be listed separately and included in the total amount due on the current bill.
- c. The rates of interest paid will be established annually by the Oregon Public Utility Commission, in accordance with Oregon Administrative Rule (OAR) 860-034-0120.
- d. In accordance with OAR 860-34-0120(2), the applicable monthly interest rate will be established annually by the Oregon Public Utility Commission.

15. Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.