



21 West Ave  
Spencerport, NY 14559

June 6, 2017

Advice Letter No. 1059

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

RE: Frontier Communications Northwest Inc. – Late Payment Charge

Frontier Communications Northwest Inc. (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.

Customers are being notified 30 days prior to the rate increase. A copy of the bill message is included in Attachment A.

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](mailto: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.

Section III

2<sup>nd</sup> Revised Sheet 5  
Canceling  
1<sup>st</sup> Revised Sheet 5

GENERAL REGULATIONS

ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

Customer Billing (Continued)

When an under or overbilling occurs, the Company shall provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. If it can be shown that the error was due to some cause, the date of which can be fixed, the over or undercharge shall be computed back to that date. If no date can be fixed, the Company shall refund the overcharge or rebill the undercharge for no more than six months' usage. In no event shall an over or underbilling be for more than three years' usage. Regulations involving adjustments of Utility Bills are included in Sub-chapter 860-21-135 of the Oregon Administrative Rules (OAR). The text of the OAR is available for customer inspection upon request.

Where a customer is required to repay an underbilling, the customer shall be entitled to enter into a time payment agreement. If the customer and Company cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. The Company shall provide written notice advising the customer of the opportunity to enter into a time payment agreement and of the Commission's appeal and complaint process.

Billing will reflect the Oregon Telephone Assistance Program (OTAP) credit effective with the date specified by the Oregon Public Utility Commission for each recipient. The OTAP credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.

Effective with bills rendered on and after October 1, 1987, a monthly Residential Service Protection Fund (RSPF) surcharge will be billed per access line. Recipients in either OTAP or the program for the deaf are not exempt from this surcharge.

Where a customer owes a balance to the Company from the customer's prior account for Oregon service, the Company may transfer the amount to the customer's current account in accordance with the regulations involving Transfer Billings included in Sub-chapter 860-21-334 of the OAR.

Late Payment Charge

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 to be carried forward. (C)(I)

The late payment charge will be listed separately and included in the total amount due on the current bill.