



21 West Ave
Spencerport, NY 14559

May 24, 2018

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

RE: Advice Letter No. OR-18-04
Docket No. UM 1935

Dear Members of the Commission:

Citizens Telecommunications Company of Oregon, Inc., d/b/a Frontier Communications of Oregon (Frontier) is filing tariff revisions to P.U.C. OR No. 3 Tariff in compliance with Docket No. UM 1935, approved during the OPUC Public Meeting of May 22, 2018 approving Frontier's petition to abandon Busy Verification and Busy Interrupt, effective June 1, 2018.

The revised tariff sheets are listed on Attachment A.

A copy of the customer notice is included in Attachment B.

Copies of the current Tariff sheets are included in Attachment C.

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, appearing to read "Leslie Zink".

Leslie Zink
Sr. Manager, Pricing & Tariffs

LZ: lms
Enclosures

**Citizens Telecommunications Company of Oregon, Inc.
d/b/a Frontier Communications of Oregon**

<u>SECTION</u>	<u>SCHEDULE</u>	<u>SHEET NO.</u>	<u>REVISION</u>
IV	28	5	1 st Revised
IV	30	1	1 st Revised
IV	30	2	1 st Revised

Section IV
Schedule 28
1st Revised Sheet No. 5

FOR DEPARTMENT'S
RECEIPT STAMP

GENERAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

E. CONDITIONS

1. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
3. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
4. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
5. Temporary suspension of service is not available with ISDN-PRI.
6. Minimum subscription period is month-to-month.
7. Reserved For Future Use
8. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
9. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
10. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

(T)

ISSUED BY: ALLISON ELLIS
SENIOR VICE PRESIDENT
REGULATORY AFFAIRS
401 MERRITT 7
NORWALK, CT 06851

ISSUED: MAY 24, 2018
EFFECTIVE: JUNE 1, 2018
ADVICE LETTER NO. OR-18-04

Section IV
Schedule 30
1st Revised Sheet No. 1

FOR DEPARTMENT'S
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GENERAL SERVICES

OPERATOR SERVICES

C. GENERAL

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

- | | |
|--|-----|
| | (D) |
| | |
| | (D) |
| 1. <u>Operator Assisted Station to Station</u> | (T) |
| A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated). | |
| 2. <u>Collect</u> | (T) |
| 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. | |
| 3. <u>Operator Assisted Person to Person</u> | (T) |
| 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. | |
| 4. <u>Operator Assisted Time and Charges</u> | (T) |
| 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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SENIOR VICE PRESIDENT
REGULATORY AFFAIRS
401 MERRITT 7
NORWALK, CT 06851

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Section IV
Schedule 30
1st Revised Sheet No. 2

FOR DEPARTMENT'S
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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>	
		(D)
		(D)
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	

ISSUED BY: ALLISON ELLIS
SENIOR VICE PRESIDENT
REGULATORY AFFAIRS
401 MERRITT 7
NORWALK, CT 06851

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Attachment B

Frontier Retail Customer Notice BV/BI Discontinuance



At Frontier, our goal is to provide you with great quality and value while still remaining competitive. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Occasionally our evaluation directs us to make changes to some products; therefore, we are writing to inform you of Frontier's plan to discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI). Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

New technologies, new products and services, and changing customer demand have rendered Busy Verification services unreliable and obsolete. Busy Verification and Busy Interrupt do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier will file a petition on March 1, 2018 with the Oregon Public Utility Commission to discontinue offering these services. Upon request from affected customers, the Commission may, but is not required to, deny the petition or set it for hearing. You may contact the Commission at 1-800-522-2404. Subject to approval from the Oregon Public Utility Commission, Frontier plans to discontinue Busy Verification and Busy Interrupt effective June 1, 2018. If you have any questions, please contact Customer Service at the telephone number printed on your bill.

Attachment B

Frontier's Wholesale Customer Notice BV/BI Discontinuance



Date of Bulletin: February 20, 2018
Notice #: CCBFTR01xxx
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Busy Verification (BV) and Busy Interrupt (BI) Discontinued
Date Effective: June 1, 2018

Frontier Communications is providing notification of its plan to discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI). The BV and BI features allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the "0" operator.

New technologies, new products and services, and changing customer demand have rendered BV and BI features unreliable and obsolete. BV and BI do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier plans to discontinue BV and BI features effective June 1, 2018. Once the BV and BI features are discontinued, these features will no longer be available to the ILECs, CLECs and IXCs that utilize Frontier's trunking services enabling BV/BI.

Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.

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<https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.

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

Section IV
Schedule 28
Original Sheet No. 5

**FOR DEPARTMENT'S
RECEIPT STAMP**

GENERAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

(N)

E. CONDITIONS

1. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
3. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
4. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
5. Temporary suspension of service is not available with ISDN-PRI.
6. Minimum subscription period is month-to-month.
7. Verification and Emergency Interrupt service is not available for ISDN-PRI.
8. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
9. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
10. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

(N)

ISSUED BY: ALOA J. STEVENS
DIRECTOR
GOVERNMENT & EXTERNAL AFFAIRS
P.O. BOX 708970
SANDY, UT 84070

ISSUED: APRIL 1, 2008
EFFECTIVE: APRIL 11, 2008
ADVICE LETTER NO. OR-08-03

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

Section IV
 Schedule 30
 Original Sheet No. 1

**FOR DEPARTMENT'S
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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.

(N)

(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

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

Section IV
Schedule 30
Original Sheet No. 2

**FOR DEPARTMENT'S
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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

(N)

(N)

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