



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-18-05  
Docket No. UM 1935

Dear Members of the Commission:

Citizens Telecommunications Company of Oregon d/b/a Citizens Communications Company of Oregon (Frontier) is filing tariff revisions to P.U.C. OR No. 6 Access Services Tariff in compliance with Commission 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.

A copy of the current Access Service Tariff sheet is 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](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

**Citizens Telecommunications Company of Oregon  
d/b/a Citizens Communications Company of Oregon**

<b><u>SECTION</u></b>	<b><u>SHEET NO.</u></b>	<b><u>REVISION</u></b>
Check Sheet	1	25 <sup>th</sup> Revised
Check Sheet	6	18 <sup>th</sup> Revised
17	4	3 <sup>rd</sup> Revised

INTRASTATE ACCESS SERVICES TARIFF

CHECK SHEET

Tariff sheets are effective as of the date shown on the tariff page, with the latest revision as listed below:

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
<b>Chksh. 1</b>	<b>25<sup>th</sup> Revised*</b>	25	Original	2-23	Original
Chksh. 2	4 <sup>th</sup> Revised	26	1st Revised	2-24	Original
Chksh. 3	2nd Revised	26.1	Original	2-25	Original
Chksh. 4	2nd Revised	26.2	Original	2-26	1st Revised
Chksh. 5	1st Revised	27	2nd Revised	2-26.1	1st Revised
<b>Chksh. 6</b>	<b>18<sup>th</sup> Revised*</b>	28	Original	2-26.2	1st Revised
Chksh. 7	Original	29	Original	2-27	1st Revised
		30	Original	2-28	Original
Title	1st Revised	31	Original	2-29	Original
1	Original	32	Original	2-30	1st Revised
2	1st Revised	33	Original	2-31	Original
3	Original	1-1	Original	2-31.1	Original
4	Original	2-1	Original	2-32	Original
5	Original	2-2	Original	2-33	Original
6	Original	2-3	Original	2-34	Original
7	Original	2-4	Original	2-35	Original
8	Original	2-5	Original	2-36	Original
9	2 <sup>nd</sup> Revised	2-6	Original	2-37	Original
10	1st Revised	2-7	Original	2-38	Original
11	1st Revised	2-8	Original	2-39	Original
12	Original	2-9	Original	2-40	Original
13	Original	2-9.1	Original	2-41	Original
14	Original	2-10	Original	2-42	Original
15	Original	2-11	Original	2-43	Original
16	1st Revised	2-12	Original	2-44	1st Revised
17	Original	2-13	Original	2-45	Original
17.1	4 <sup>th</sup> Revised	2-14	Original	2-46	1st Revised
18	Original	2-15	Original	2-47	1st Revised
19	Original	2-16	Original	2-48	Original
20	Original	2-17	Original	2-49	Original
21	Original	2-18	Original	2-50	Original
22	Original	2-19	Original	2-51	Original
23	Original	2-20	Original	2-52	Original
24	Original	2-21	Original	2-53	Original
		2-22	Original		

\* *New or Revised*

*Issued: May 24, 2018*  
*Advice No: OR-18-05*

*Effective: June 1, 2018*

*Allison Ellis*  
*Senior Vice President, Regulatory Affairs*  
*401 Merritt 7*  
*Norwalk, CT 06851*

INTRASTATE ACCESS SERVICES TARIFF  
CHECK SHEET

Tariff sheets are effective as of the date shown on the tariff page, with the latest revision as listed below:

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
13-26	Original	15-18	Original	17-5	2 <sup>nd</sup> Revised
13-27	Original	15-19	Original	17-6	5 <sup>th</sup> Revised
13-28	1st Revised	15-20	Original	17-6.1	2 <sup>nd</sup> Revised
13-29	Original	15-21	Original	17-7	6 <sup>th</sup> Revised
13-30	Original	15-22	Original	17-8	2 <sup>nd</sup> Revised
13-31	Original	15-23	Original	17-9	2 <sup>nd</sup> Revised
13-32	Original	15-24	Original	17-10	1st Revised
13-33	Original	15-25	Original	17-11	Original
13-34	Original	15-26	Original	17-12	Original
13-35	Original	15-27	Original	17-13	Original
		15-28	Original	17-14	Original
14-1	Original	15-29	Original	17-15	Original
		15-30	Original	17-16	Original
15-1	Original	15-31	Original	17-17	Original
15-2	Original	15-32	Original	17-18	Original
15-3	Original	15-33	Original	17-19	Original
15-4	Original	15-34	Original	17-20	Original
15-5	Original	15-35	Original	17-21	Original
15-6	Original	15-36	Original	17-22	Original
15-7	Original	15-37	Original	17-23	Original
15-8	Original	15-38	Original	17-24	Original
15-9	Original	15-39	Original	17-25	Original
15-9.1	Original	15-40	Original	17-26	Original
15-10	Original			17-27	Original
15-11	Original	16-1	1st Revised	17-27.1	Original
15-12	Original	16-2	Original	17-28	2 <sup>nd</sup> Revised
15-13	Original			17-29	Original
15-14	Original	17-1	4th Revised	17-30	Original
15-15	Original	17-2	9 <sup>th</sup> Revised	17-31	Original
15-16	Original	17-3	2 <sup>nd</sup> Revised	17-32	Original
15-17	Original	<b>17-4</b>	<b>3<sup>rd</sup> Revised*</b>	17-33	Original

\* *New or Revised*

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*Senior Vice President, Regulatory Affairs*  
*401 Merritt 7*  
*Norwalk, CT 06851*

SECTION NO. 17

17. Rates and Charges (Cont'd)

17.2 Switched Access Service (Cont'd)

17.2.1 Switched Access Rate Elements (Cont'd)

Operator Services

Operator Transfer Service  
- per call transferred

\$0.200000

(D)  
|  
(D)

Operator Assistance  
- per call

None

(D)

## 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

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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>.

**CITIZENS TELECOMMUNICATIONS COMPANY  
OF OREGON**

**ACCESS SERVICES TARIFF  
P.U.C. OR. No. 2  
2<sup>nd</sup> Revised Sheet No. 4  
Cancels 1st Revised Sheet No. 4**

**SECTION NO. 17**

**17. Rates and Charges (Cont'd)**

**17.2 Switched Access Service (Cont'd)**

**17.2.1 Switched Access Rate Elements (Cont'd)**

Operator Services	
Operator Transfer Service - per call transferred	\$0.200000
Busy Line Verify - per call	None
Interrupt - per call	None
Operator Assistance - per call	None

(M)

(M) Material relocated from Frontier Telephone Companies FCC 1 tariff.

(M)

*Issued: May 19, 2016  
Advice No: OR-16-05*

*Effective: July 1, 2016*

*Jack Phillips  
Director, Government & External Affairs  
21 West Ave.  
Spencerport, NY 14559*