



21 West Ave  
Spencerport, NY 14559

September 7, 2017

Advice Letter No. OR-17-06

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

RE: Citizens Telecommunications Company of Oregon – Rate Increase

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 increase the Digital Phone Unlimited Feature Package monthly rate.

The proposed rate increase will impact approximately 909 Residential customers. A confidential revenue impact analysis is included in the filing.

Customers are being notified 45 days prior to the rate increase. A copy of the customer notice 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 November 1, 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

GENERAL SERVICES

**DISCONTINUED SERVICE**

FRONTIER DIGITAL PHONE PLUS SERVICE-2010 – Grandfathered as of July 14, 2012 (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Tariff Section III, Schedule 2 apply to the installation of the bundle.
3. Frontier Digital Phone Plus Service-2010 is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Plus Service-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone Plus Service-2010 includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. The custom calling features and voice mail service included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

GENERAL SERVICES

**DISCONTINUED SERVICE**

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012 (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Nonrecurring Charges as specified in Tariff Section III apply to the installation of the bundle.
3. Frontier Digital Phone Essentials 1-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 1-2010	\$28.99	
Unlimited Feature Pack	\$3.99	(I)
Stay Connected Seasonal Service	\$9.99	

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone Essentials 1-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Section IV  
Schedule 15  
1<sup>st</sup> Revised Sheet No. 50

FOR DEPARTMENT'S  
RECEIPT STAMP

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GENERAL SERVICES

**DISCONTINUED SERVICE**

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Nonrecurring Charges as specified in Tariff Section III apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
Stay Connected Seasonal Offering	\$9.99

(1)

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

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

ISSUED: SEPTEMBER 7, 2017  
EFFECTIVE: NOVEMBER 1, 2017  
ADVICE LETTER NO. OR-17-06

Section IV  
Schedule 15  
1<sup>st</sup> Revised Sheet No. 53

FOR DEPARTMENT'S  
RECEIPT STAMP

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GENERAL SERVICES

**DISCONTINUED SERVICE**

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Nonrecurring Charges as specified in Tariff Section III apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Customers may add or delete any features offered in the bundle without a service order charge.
4. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
7. The bundles are offered on a month to month.

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

ISSUED: SEPTEMBER 7, 2017  
EFFECTIVE: NOVEMBER 1, 2017  
ADVICE LETTER NO. OR-17-06

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE SERVICE (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Service bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

E. CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charges.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. SPECIAL CONDITIONS (Continued)

12. (Continued)

- A. This service does not change any other terms and conditions of the product.
- B. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- C. The Federal Subscriber Line Charge is included in the monthly rate.
- D. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule II apply to the installation of individual components of the bundle.
- 3. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE UNLIMITED (Challenger) – (Continued)

B. SPECIAL CONDITIONS (Continued)

13. (Continued)

- A. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- B. The cost of the service includes the Subscriber Line Charge.
- C. This service does not change any other terms and conditions of the product.
- D. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- E. The Federal Subscriber Line Charge is included in the monthly rate.
- F. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule II apply to the installation of individual components of the bundle.
- 3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	





## Attachment A

Date

Customer Name

Address

City/Zip

Dear Valued Customer,

To reflect current market conditions, Frontier proposes the following adjustment to the Digital Phone Unlimited Feature Package.

Effective November 1, 2017, the current monthly rate of \$2.99 for the Digital Phone Unlimited Feature Package will increase approximately 33.4% to \$3.99 per month.

	<u>Current Charge</u>	<u>New Charge</u>	<u>% Increase</u>	<u>Amount of Increase</u>
Digital Phone Unlimited Feature Package	\$2.99	\$3.99	33.4%	\$1.00

Customers may petition the Public Utility Commission of Oregon to investigate the rate increase. The Commission will investigate the rate increase if it receives petitions signed by customers (ten percent of customers or 500, whichever is less) on or before October 8, 2017. If the Commission does not receive sufficient petitions by October 9, 2017, the proposed rates will become effective on November 1, 2017 without Commission review. Petitions must be in writing and signed by the customer.

Send to:  
Public Utility Commission of Oregon  
Consumer Services Division  
P.O. Box 1088  
Salem, Oregon 97308-1088

If questions call:  
Toll-free 1-800-522-2404

Frontier will provide a current copy of the local exchange directory and its service territory map within ten days of a request from any customer. For more information, please contact Frontier toll-free at 1-800-921-8102.

Sincerely,

Frontier Customer Service