



Via e filing Only

February 27, 2018

Filing Center
Oregon Public Utility Commission
201 High St SE
Salem, OR 97301
puc.filingcenter@state.or.us

RE: UM _____ - Petition of Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) and Frontier Communications Northwest Inc. (Frontier) to Abandon Their Busy Verification and Busy Interrupt Services

Dear Commission:

Attached for filing please find the Petition of Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) and Frontier Communications Northwest Inc. (Frontier) to Abandon its Busy Verification and Busy Interrupt Service offering.

Please contact me at (585) 777-4717, or via email at Leslie.Zink@ftr.com should you have any questions regarding this filing.

Sincerely,

A handwritten signature in black ink that reads "Leslie Zink". The signature is written in a cursive style.

Leslie Zink
Sr. Manager, Pricing & Tariffs

LZ: lms

Enclosures

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) and Frontier Communications Northwest Inc. (Frontier)

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

Docket UM _____

In the Matter of

CITIZENS TELECOMMUNICATIONS
COMPANY OF OREGON D/B/A
FRONTIER COMMUNICATIONS OF
OREGON (FRONTIER) AND FRONTIER
COMMUNICATIONS NORTHWEST INC.
(FRONTIER)

Petition to Abandon the Busy Verification
and Busy Interrupt Services

PETITION OF CITIZENS
TELECOMMUNICATIONS COMPANY
OF OREGON D/B/A FRONTIER
COMMUNICATIONS OF OREGON
(FRONTIER) AND FRONTIER
COMMUNICATIONS NORTHWEST INC.
(FRONTIER) TO ABANDON THEIR
BUSY VERIFICATION AND BUSY
INTERRUPT SERVICES

I. INTRODUCTION

Pursuant to OAR 860-032-0020, Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) and Frontier Communications Northwest Inc. (Frontier) hereby petition the Commission for authority to abandon an operator service tariffed as Busy Verification and Busy Interrupt.¹ See attached Exhibit A (Frontier’s Tariff pages).

¹ For ease of reference and consistency, in this petition the services will be referred to as Busy Verification and Busy Interrupt (“BV/BI”).

II. RETAIL SERVICE

This service is an incidental service that allows Frontier's retail business and residence customers to obtain assistance in determining if a called line is in use (verification) or in having the operator interrupt a call in progress to notify the interrupted caller that another caller is attempting to call using the "0" for operator key. Customers incur a per-use charge each time a called line is verified or interrupted.

BV service permits the user to obtain operator assistance to determine if a called line is in use. The user dials 0, waits for the operator to pick up the line, and requests BV service. The operator will determine if the line is clear or in use and report to the calling party. If the operator determines the line is in use and the calling party requests interruption (BI), the operator interrupts the conversation in progress and informs the user that a caller is attempting to reach the line. If the interrupted party at the called line is willing to hang up, they do so. The operator can only interrupt the call and notify the interrupted party that another caller would like to call the interrupted party. The operator cannot connect the interrupted party with the party requesting interruption, i.e. the operator cannot establish a three-way call with interrupted parties and the party requesting interruption.

During the identified time period below (i.e. June 2017 – January 2018), only two out of 109,709 customers in Frontier’s Oregon retail local exchange used BV/BI a total of 6 times:

Company	Time Period	Usage	Revenue
Frontier	8 months	Verification - 4 Interrupt – 2	\$15.00

Existing technology capable of providing BV and BI service via Frontier’s Traffic Operator Position System (“TOPS”) will no longer be supported by Frontier’s service vendor, “Gendand”. As Frontier continues to deploy advanced technologies within its network to meet customer demands, these newer technologies do not support BV and BI. Frontier is moving to a Session Initiation Protocol (SIP) protocol for voice and other services. Busy Verification and Busy Interrupt are not supported over SIP. The SIP is a communications protocol for signaling and controlling multimedia communication sessions in applications of Internet telephony for voice and video calls, in private IP telephone systems, as well as in instant messaging over Internet Protocol (IP) networks.

Frontier provided notice to its retail customers of the planned discontinuance of BV/BI services via a bill message included in customers’ bills during the months of January and February. Another, more detailed bill message will run March, April and May 2018 (see Exhibit C). Because BV/BI services are provided incidentally at a customer’s request and not on a subscription basis, Frontier notified all retail residential and business customers of the planned discontinuance. Frontier’s Tariff offerings for BV/BI services provide that no charges will apply if the requesting customer is an authorized Public Emergency Agency. Frontier will also provide a separate notification to the Oregon Public Safety Answering Points (PSAPs) in April of

2018. The notice can be found in Exhibit D (PSAP Notification).

Frontier is in the process of discontinuing its retail BV/BI service offering throughout its entire multi-state footprint which impacts all retail customers, including PSAP customers that utilize the services. The table below shows the status of this effort in Frontier's other states where some form of Commission approval was required.

Effective Date	States	Status
03/01/2018	MI, MN, PA, SC	Not Yet Filed
3/01/2018	AZ, CT, NM, NE, NY	Pending
3/01/2018	ID, NV, UT, WV	Approved
05/01/2018	GA	Not Yet Filed

Commission approval for the discontinuance of Frontier's BV/BI services was not required in Alabama, California, Florida, Illinois, Indiana, Iowa, Mississippi, Montana, North Carolina, Ohio, Tennessee, Texas, Washington and Wisconsin.

III. WHOLESALE SERVICE

Frontier makes available to wholesale customers (CLECs) certain wholesale services which support those carriers' provision of BV/BI services to their customers. The provision of BV/BI services requires both the operator assistance function and the necessary trunking from the end office to the operator platform to allow operators to perform the verification and interrupt services. Frontier provides trunking services to allow other carriers to connect their customers through Frontier's tandem and to Frontier's operator services provider in order to provision operator assistance functions, including BV/BI services. A list of wholesale customers to whom Frontier provides the

trunking services that support the provision of BV/BI in Oregon is found in Exhibit B.

When the BV/BI services are discontinued by Frontier, the services will no longer be available to the CLECs that utilize Frontier's trunking services enabling BV/BI.

Frontier will provide a notification to its Wholesale customers. The notice can be found in Exhibit E.

Frontier is discontinuing this service throughout its entire footprint for wholesale customers. Discontinuance applications will be filed with the FCC as follows:

Company	Filed Date	FCC Docket Reference
Frontier companies	April 2018	WC Docket No.

Frontier will provide customer notice to its wholesale customers of the discontinuance of BV/BI via Carrier Notification. The notice is distributed to Carrier/CLEC customers who have subscribed to Wholesale Industry Notifications. In addition, the notice is published on Frontier's external website for wholesale customers at: <https://wholesale.frontier.com/wholesale/notifications-and-news>

IV. DISCONTINUANCE OF BV/BI WILL NOT DEPRIVE THE PUBLIC OF NECESSARY TELECOMMUNICATIONS SERVICES.

1. This petition requests the Commission allow Frontier to discontinue providing BV/BI services because of low customer use. Frontier believes the proposed discontinuance of BV/BI will not deprive the public of necessary telecommunications services for the following reasons: Customers

increasingly use other, more modern technologies that inform them when someone is trying to call them and can communicate even when their telephone line is in use, by using mobile phones, text messaging, email, and social media applications. The popularity of call waiting and voice mail have especially contributed to the decline of the BV/BI services, and where call waiting and voice mail are deployed, callers rarely (if ever) hear busy signals. Furthermore, BV/BI services do not work on fax or data lines, on wireless phones, VoIP lines, and in some cases, on ported numbers.

2. The extremely low customer demand for BV/BI further confirms that discontinuance of these services will not deprive the public of necessary telecommunications services. For Frontier, there were only 6 requests by two customers for the services over 8 months, or an average of less than one request per month. It is clear from the extremely small demand that Frontier's customers use other options to determine whether a telephone line is in use, and therefore, the public will not be deprived of necessary telecommunications services if Frontier's request to discontinue BV/BI services is approved.
3. Other ILECs have been granted the authority to discontinue their BV/BI services, demonstrating that the public was not deprived of necessary telecommunications services when the services were discontinued. Both Verizon and AT&T filed applications with the FCC for authority under

Section 214 of the Communications Act and Section 63.71 of the FCC's Rules to discontinue their BV/BI services. In 2013, Verizon's ILEC affiliates discontinued BV/BI services throughout their service territories.²

In 2016, AT&T was granted authority to discontinue BV/BI services throughout its service areas effective March 18, 2016 for retail and June 4, 2016 for wholesale.³ In their review of the Verizon and AT&T Section 214 applications for BV/BI, the FCC considered whether the public convenience and necessity would be adversely affected if the BV/BI services were discontinued.⁴

REQUEST FOR AUTHORITY TO ABANDON THE SUBJECT SERVICE

The following sets forth the information regarding notifications required by OAR 860-032-0020(5) and (6) and the information required of an abandonment of a regulated service for which there are current customers required by OAR 860-032-0020(7) for the BV/BI services that Frontier seeks to abandon:

² See Section 63.71 Application of Verizon Incumbent Local Exchange Companies, WC Docket 13-21, Comp. Pol. File No. 1076 filed December 21, 2012.

³ See Section 63.71 Application of AT&T Incumbent Local Exchange Companies, WC Docket 16-13, Comp. Pol. File No. 1274 filed January 7, 2016.

⁴ See 47 C.F.R § 63.71(a)(5)(ii).

Not applicable.

(h) If the exiting provider intends to transfer customers to a specified receiving competitive provider and the receiving competitive provider will not accept all customers, a statement that customers may or will lose their service unless they obtain services from a provider of their choice. The exiting provider must provide reasonable means for each customer to determine whether he or she will be accepted by the receiving competitive provider:

Not applicable.

(i) If applicable, a statement that service will be abandoned and that customers must obtain the service(s) to be abandoned from another provider:

Not applicable.

(j) An explanation of how customers may receive a refund of payments or deposits for service they will not receive because of the abandonment:

Not applicable because the service is billed on a per-use basis and after the service is provided.

(k) An electronic document containing the notice in a format suitable for posting on the Commission website. The Commission will post such notification within two business days of receipt from the exiting carrier:

See attached notices provided in .pdf format for electronic posting on the Commission's website.

- Exhibit C - Frontier's retail customer notice.
- Exhibit D - Frontier's PSAP customer notice.
- Exhibit E - Frontier's wholesale Carrier Notification

2. **OAR 860-032-0020(6)**

(6) In addition to other notifications required by this rule, the following notifications are also required at the same time the exiting provider files notice with the Commission. Notifications here required shall include the information required by section (5) of this rule plus the information specified in subsections (6)(a) or (6)(b) of this rule.

(a) An existing provider that intends to abandon any service which allows access to the emergency 9-1-1 reporting system shall:

(A) Mail notification to Oregon Emergency Management, which notification shall include the number of customers affected by the

proposed abandonment of service:

Not applicable

(B) Provide access to its customer records in the Enhanced 9-1-1 database(s), so that other telecommunications providers can update those customer records:

Not applicable.

(C) Send a letter to the appropriate Enhanced 9-1-1 database provider(s), with copies to the incumbent local exchange carrier(s), the Commission and Oregon Emergency Management, authorizing the Enhanced 9-1-1 database provider(s) to allow access by other telecommunications providers to any remaining Enhanced 9-1-1 database records belonging to the exiting provider, after the exiting provider has abandoned the service:

Not applicable.

(b) An existing provider that intends to abandon service so that it will no longer use a central office code or a thousands block of numbers (i.e., an NXX or an NXX-X) shall notify the North American Numbering Plan Administrator and the national administrator of the Local Exchange Routing Guide:

Not applicable.

3. OAR 860-032-0020(7)

(7) A telecommunications utility that intends to abandon any regulated service, whether throughout its service territory or in limited geographic areas, for which there are current customers, shall:

(a) Petition the Commission for authority to abandon the service. The petition shall be filed at least 90 days before the telecommunications utility intends to abandon the service. If the Commission does not deny the petition or set it for hearing within 90 days after receiving the petition, it shall be deemed approved:

This constitutes Frontier's petition, and it has been filed at least 90 days before Frontier plans to abandon the BV/BI services shown in the Oregon Tariffs.

(b) Mail a notification to each affected customer and to each telecommunication provider affected by the proposed abandonment at the same time it files the

petition with the Commission. The notification shall include the information required by section (5) of this rule. In addition, the notification shall include a statement that upon request from affected customers or providers the Commission may, but is not required to, deny the petition or set it for hearing:

See attached notifications and dates and method of notification:

- Exhibit C - Frontier's retail customer notice; sent via bill message with customers' January thru May 2018 bills.
- Exhibit D – Frontier's PSAP customer notice; will send via e-mail letter to the PSAPs in April, 2018.
- Exhibit E – Frontier's wholesale customer notice sent via e-mail to wholesale customers in April, 2018.

(c) File with the Commission a copy of the notification at the same time it mails the notification and files the petition. In addition, the telecommunications utility shall inform the Commission of the number of customers and the number of other providers affected by the proposed abandonment:

See attached notification, Exhibits C, D and E. The service is currently provided incidentally, on customer request, and is billed on a per use basis.

(d) Demonstrate that the abandonment will not deprive the public of necessary telecommunications services. The telecommunications utility shall reinstate service at the Commission's request to prevent the public from being deprived of necessary services:

The abandonment of the BV/BI services will not deprive the public of necessary telecommunications services for the following reasons which are explained in greater detail in Section IV above:

- Customers increasingly use other more modern technologies that inform them when someone is trying to call them and communicate even when their telephone line is in use, rendering the services unnecessary and obsolete.
- The large majority of voice subscribers purchases no voice service from traditional ILEC voice service providers and, instead, buy VoIP or mobile voice services, neither of which offers BV/BI services. The voice market's strong preference for VoIP and wireless voice services that do not offer BV/BI over traditional ILEC voice service that does confirms that BV/BI services are not essential services. The market's preference for VoIP and wireless voice demonstrate they provide a reasonable and adequate alternative to voice services that offer BV/BI capabilities. It follows that the public will not be deprived

- of necessary telecommunications services if this petition is granted.
- The extremely low customer demand for BV/BI confirms that discontinuance of these services will not deprive the public of necessary telecommunications services.
 - Other ILECs have been granted the authority to discontinue their BV/BI services demonstrating that the public was not deprived of necessary telecommunications services when the services were discontinued. The FCC's review of the other ILECs applications to discontinue BV/BI explicitly considered whether the public convenience and necessity would be adversely affected if the services were discontinued. After that review the FCC chose to grant the applications.


(e) Obtain Commission approval before transferring customers to other telecommunications providers. If the telecommunications utility seeks such approval, it shall include in the petition to abandon service a request for approval to automatically transfer customers:

Not applicable.

CONCLUSION

Accordingly, for the reasons stated above, Frontier respectfully asks the Commission to grant Frontier's petition to abandon the BV/BI services as described above pursuant to OAR 860-032-0020, as well as granting any other appropriate relief.

DATED: February 27, 2018.

By: 
George Thomson, Jr
Frontier
Associate General Counsel
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Everett, WA 98203
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Frontier Tariff and Statewide Price List pages
Busy Verification and Busy Interrupt

**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

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)

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

Section IV
Schedule 30
Original Sheet No. 2

**FOR DEPARTMENT'S
RECEIPT STAMP**

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)

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

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

STATEWIDE PRICE LIST - OREGON
FRONTIER COMMUNICATIONS NORTHWEST INC.

Section 1

3rd Revised Sheet 29
Canceling
2nd Revised Sheet 29

INTRALATA TOLL SERVICES

DISCOUNT CALLING PLANS - Continued

UNLIMITED INTRALATA TOLL USAGE PLAN FOR BUSINESS - Continued

CONDITIONS - Continued

Unlimited IntraLATA Toll Usage for Business plan does not apply to the following calls or services:

Operator Assist Station-to-Station Service
Operator Assist Person-to-Person Service

Directory Assistance Service (Local and National)
Verification/Interrupt Service
Dial It Service
Wide Area Telecommunications and 800 Service
3 Way Calling (per activation)
*69 Call Return (per activation)

(T)
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Unlimited IntraLATA Toll Usage for Business may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice applications. This service may also not be used for autodialing. Frontier Northwest reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service.

Unlimited IntraLATA Toll Usage for Business is available with Month-to-Month or for a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.

In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

Reference No. 046SPL

Issued: November 9, 2016
Issued by Frontier Communications Northwest Inc.
By Steve Crosby, Senior Vice President - Regulatory Affairs

Effective: November 20, 2016

PACKAGED/BUNDLED SERVICES

UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND CUSTOM LINE TELEPHONE SERVICE FOR BUSINESS - Continued

3. Conditions - Continued

Unlimited DTL and Custom Line Telephone Service are not available in combination with other optional calling plans or virtual private network services.

Unlimited DTL and Custom Line Telephone Service do not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service

- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Dial It Service
- Wide Area Telecommunications and 800 Service
- 3 Way Calling (per activation)
- *69 Call Return (per activation) Operator Assist Person-to-Person Service

(T)
(T)

Unlimited DTL and Custom Line Telephone Service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or Custom Line Telephone Service.

PACKAGED/BUNDLED SERVICES

Business Single Line Pack - Continued

2. Regulations - Continued

9. Single Line Business Pack does not apply to the following calls or services: - Continued

- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Directory Assistance Calls/Directory Assistance Call Completion
- Call Routing Deluxe
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- 3 Way Calling (per activation)
- *66 Busy Number Redial, *69 Call Return, Call Trace (per activation)

(T)
(T)

10. Single Line Business Pack may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have the Single Line Business Pack.
13. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

LOCAL SERVICE

COIN LINE SERVICE

(M)

APPLICATION OF RATES

No charge will be imposed for incoming calls.

Sent-paid local calls will be rated by the Coin Line customer's equipment. Local messages include calls made to Extended Area Service (EAS) exchanges as listed in this tariff under Network Access Rates.

Operator assisted sent-paid or non-sent paid local calls will be rated to the end-user with the appropriate additive operator service charges as specified in Section 4 of this Price List.

Operator assisted sent-paid toll calls will be rated to the end-user at the long distance rate, plus the appropriate additive operator service charges as specified in Section V of this tariff. Non-sent paid intraLATA toll calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in Section V of this tariff.

The appropriate service charges as specified elsewhere in this tariff are applicable for each Coin Line installed, moved, or changed.

Coin Line Service supersedures will incur a nonrecurring charge as specified under Coin Line Rates.

Rates for Verification/Interrupt Service are as specified elsewhere in this tariff.

Rates for calls to National Directory Assistance will be charged the rate specified in Section V in this tariff.

Directory listings and options for Coin Line Service are provided as specified in Section V of this tariff.

(M)

(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

STATEWIDE PRICE LIST - OREGON
FRONTIER COMMUNICATIONS NORTHWEST INC.

Section 4

2nd Revised Sheet A
Canceling
1st Revised Sheet A

DIRECTORY AND OPERATOR SERVICES

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(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

Reference No. 047SPL

Issued: November 10, 2016
Issued by Frontier Communications Northwest Inc.
By Steve Crosby, Senior Vice President - Regulatory Affairs

Effective: December 21, 2016

DIRECTORY AND OPERATOR SERVICES

OPERATOR SERVICES

CONDITIONS

Operator Services are furnished to customers upon request to assist in the completion of local or IntraLATA toll calls where facilities and operating conditions permit. Surcharges for Operator Assisted Services are in addition to all other applicable charges. Operator Service Charges are applicable under the circumstances described below to each outgoing message billed.

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.

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.

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).

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.

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.

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.

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.

(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(M)(T)
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(M)(T)

Reference No. 047SPL

STATEWIDE PRICE LIST - OREGON
FRONTIER COMMUNICATIONS NORTHWEST INC.

Section 4

2nd Revised Sheet 10
Canceling
1st Revised Sheet 10

DIRECTORY AND OPERATOR SERVICES

OPERATOR SERVICES

CONDITIONS – Continued

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

Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed local and IntraLATA long distance calls that are made from a payphone and are not paid in coins. Surcharge does not apply to calls made to emergency numbers (911) or calls made by hearing impaired or disabled persons to a telecommunications relay service (TRS).

RATES

Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Busy Verification	\$1.30	(M)(T)(I)
Busy Interrupt	2.00	(M)(T)(I)
Operator Assisted Station to Station ¹	1.50	(T)
Collect	1.50	
Operator Assisted Person to Person ¹	3.50	
Operator Assisted Time and Charges	1.50	
Operator Assisted - Corrections	2.25	
Billed to Third Number	1.50	
Public Payphone Usage Surcharge	0.25	
Corrections Collect	<u>Per Minute Rate</u>	
Peak rate	\$0.20	
Off-peak rate	0.20	

¹ Charge will apply on operator assisted IntraLATA toll calls in addition to the per minute rate found in the Company's Statewide Price List.

(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

Reference No. 047SPL (Supplement 1)

Issued: November 30, 2016
Issued by Frontier Communications Northwest Inc.
By Steve Crosby, Senior Vice President - Regulatory Affairs

Effective: December 21, 2016

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

VERSALINE CENTREX SERVICE

VERSALINE CENTREX SERVICE ARRANGEMENTS - Continued

2. Service Features - Continued

C. Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

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(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

Reference No. 034SPL

Issued: August 28, 2014
Issued by Frontier Communications Northwest Inc.
By Jack Phillips, Director - Government & External Affairs

Effective: October 1, 2014

SECTION 7

1st Revised Sheet 53
Canceling
Original Sheet 53

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

VERSALINE CENTREX SERVICE

DEFINITIONS - Continued

2. System and Station Features - Continued

B. Station Features Definitions - Continued

Call Waiting All Calls - allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

Call Waiting (customer specific) - informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Cancel Call Waiting - permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call. (T)

Call Waiting Dial - allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit - prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating - allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold - permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection - allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line - allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

SECTION 7

Original Sheet 59
Canceling

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(M)

VERSALINE CENTREX SERVICE

DEFINITIONS - Continued

4. Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees.

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(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

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SWITCHED DATA SERVICE

FEATURE DESCRIPTIONS

Standard Features

Data Line Security - Prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing - Allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Customized Multi-line Telephone Service customer groups only and is restricted to the serving wire center only.

Direct Dialing - Allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

Optional Features

Data Direct Connect - Provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group - Provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied. This feature is restricted to Customized Multi-line Telephone Service lines.

Voice Option - Allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. It is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

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(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

Reference No. 034SPL

Issued: August 28, 2014
Issued by Frontier Communications Northwest Inc.
By Jack Phillips, Director - Government & External Affairs

Effective: October 1, 2014

INTEGRATED SERVICES DIGITAL NETWORK

ISDN-BASIC RATE INTERFACE SERVICES (BRI)

SERVICE DESCRIPTIONS AND FEATURES - Continued

Packaged Services - Continued

CO Attendant Services

- Aggregate Work Time/Number of Calls Handed
- Busy Verification
- Call Hold
- Call Splitting
- Call-Through Tests
- Camp-On
- Conference Calling
- Console Terminal Management
- Control of Voice Terminals
- Direct Station Selection Busy Camp
- Direct Trunk Group Selection
- Emergency Override
- Incoming Calling Identification
- Night Service
- Organization Permission Display (Class of Service)
- Position Busy
- Power Failure Transfer
- Control of Facilities
- Through Dialing
- Timed Reminder
- Traffic
- Trunk Group Indicator
- Trunk Identification
- Trunk Queuing
- Auto Dropback to Attendant
- Dial Access to Attendant
- Even Call Distribution
- Flexible Night Service/Call Forwarding
- Calls on Que
- Queuing with Call Waiting Indication
- Number of Calls Handed

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(M) Material has been moved from the Network Access Services Tariff P.U.C. OR No. 18.

(N)

Reference No. 034SPL

Issued: August 28, 2014
Issued by Frontier Communications Northwest Inc.
By Jack Phillips, Director - Government & External Affairs

Effective: October 1, 2014

Exhibit B
List of Wholesale Customers
BV/BI Discontinuance

List of CLECs:

LighthPath/Cablevision

WindStream

Wabash

Exhibit C
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.

EXHIBIT D
PSAP Customer Notice
BV/BI Discontinuance



April 1, 2018

Customer
Name
Address
City, State ZIP

Dear <Customer Name>,

At Frontier, we are committed to providing great quality and value as well as state-of-the-art-service to our customers. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Occasionally, our evaluation leads us to make changes to some of our offers. As a result, we are discontinuing 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 by 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, 2018.

If you have any questions, please contact your Account Manager, _____, or _____ or Customer Service at the telephone number printed on your bill. Thank you for choosing Frontier for your communication needs--we value you as our customer.

EXHIBIT E
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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