



November 18, 2014

PUC Filing Center
P.O. Box 1088
Salem, OR 97308-1088

RE: UCB 66

Dear Filing Center,

Please find enclosed Frontier's Answer to the above mentioned complaint.

Please contact me at (503) 645-7909 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Renee M. Willer". The signature is written in a cursive, flowing style.

Renee Willer
Regulatory Manager
Frontier Communications Northwest Inc.
renee.willer@ftr.com

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

UCB 66

In the Matter of)	
)	
SOUTHWEST OREGON)	ANSWER
COMMUNITY COLLEGE)	
)	
Complainants,)	
)	
vs.)	
)	
FRONTIER COMMUNICATIONS)	
NORTHWEST INC.,)	
)	
Defendant.)	

I. INTRODUCTION

Frontier Communications Northwest Inc., (“Frontier”) submits this Answer to the Complaint of Southwestern Oregon Community College (SWOCC), regarding billing of services.

II. ANSWER

Frontier answers the specific allegations in the Complaint as follows:

1. Frontier denies having knowledge of any previous communication between SWOCC and Verizon Northwest regarding any request to disconnect the circuits involved in this complaint.
2. Frontier admits that it billed SWOCC for the services referenced in this complaint that were active and usable between July 1, 2010 when Frontier assumed ownership of the former Verizon Northwest exchanges and relationship with the customer until SWOCC notified the company that the services were not being used on

May 22, 2014. Frontier further admits that the services were disconnected at the request of the customer on June 19, 2014 and SWOCC was issued credit for 27 days of service between May 22, 2014 when they first notified Frontier that the services were no longer needed and June 19, 2014 when the services were disconnected.

3. Frontier admits that between July 1, 2010 and May 22, 2014 SWOCC had the responsibility to review and monitor their monthly bills and yet did not notify or contact the company to discuss any billing disputes.

4. Frontier admits that absent any communication or notification of a billing dispute from SWOCC, the company was obligated to bill for the services that it was providing under the tariff.

DATED the 18th day of November, 2014

Respectfully submitted,

A handwritten signature in black ink that reads "Renee M. Willer". The signature is written in a cursive, flowing style.

Renee M. Willer
Authorized Representative
Frontier Communications Northwest Inc.
20575 NW Von Neumann Dr. Suite 150
Beaverton, OR 97006
renee.willer@ftr.com

CERTIFICATE OF SERVICE
UM 1667

I certify that on this 18th day of November, 2014, I served the foregoing Answer of Frontier Communications Northwest Inc. in the above mentioned Formal Complaint to the following individuals via electronic mail.

Filing Center
Public Utility Commission of Oregon
PO Box 2148
Salem, OR 97308-2148
puc.filingcenter@state.or.us

SWOCC
Rocky Lavoie
IT Director
1988 Newmark
Coos Bay, OR 97420

Respectfully submitted this 18th day of November, 2014

Renee Willer – State Regulatory Manager