

1800 – 41st Street P. O. Box 1003 Everett, WA 98201-1003

December 9, 2016

Advice Letter No. OR-16-09

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

RE: Citizens Telecommunications Company of Oregon - Convenience Fee

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) hereby submits for electronic filing the original and a redlined copy of the revised tariff sheets.

The purpose of this filing is to introduce a new convenience fee if Business and Residential customers elect the option of making a payment using a Company Representative. Frontier is establishing this fee in response to steadily increasing use of this payment option by customers in recent periods. By establishing a convenience fee for this service, customers may then be incented to use other payment options which are free to them, such as by mail, via the Company's website, or automated payment by phone.

Frontier is sending the confidential work papers via UPS delivery.

It is respectfully requested that this filing become effective on January 22, 2017.

Any questions or notifications of action taken on this filing should be directed to Kirk Lee at (425) 261-5855 or <u>Kirk.Lee@ftr.com</u>.

Sincerely,

R. Think Lu

R. Kirk Lee Manager, Government & External Affairs

RKL: Ims Enclosures

Section I Schedule B 24th Revised Sheet No. 2

FOR DEPARTMENT'S **RECEIPT STAMP**

SECTION INDEX

SECTION SCHEDULE SHEET NOS. III. LOCAL SERVICE 1 Local Service Rates and Charges 2 1 Service Charges 3 1 III. Local Service Rates and Charges 3 1 Service Charges 3 1 1 Service Charges 3 1 1 III. Extended Area Service 4 1 Line Extension Charges 5 1 1 Oregon Telephone Assistance Program (OTAP) 8 1 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 1 Tribal Link Up Program 10 1 1 Direct Inward Dialing (DID) Service 1 1 1 Competitive Response 3 1 1 Employes Telephone Concession Service 4 1 Employes Telephone Concession Service 5 1 Interexchange Receiving Service 7 1 Directory Service 9 1 1	0.000	SECTION INDEX			
III. LOCAL SERVICE Rates and Charges 1 Service Charges 2 Mileage Rates 3 Extended Area Service 4 Line Extension Charges 5 Special Construction 6 Customer Provided Pay Telephone Service 7 Oregon Telephone Assistance Program (OTAP) 8 Residential Services Protection Fund (RSPF) Surcharge 8 Enhanced Lifeline Service for Tribal Lands 9 Direct Inward Dialing (DID) Service 1 Direct Inward Dialing (DID) Service 1 Directory Service 2 Directory Service 3 Employee's Service - Discontinued 4 Employee's Service - Discontinued 4 Employee's Service 5 Interexchange Receiving Service 6 Local Private Line Service 7 Touch Calling Service 8 Dijetal Centrex Service 9 Tax Adjustments 10 Directory Assistance Service 12 Custom calling Service 13 Digital Centrex Service 14 Discontinued Ser	SECTION				
Local Service Rates and Charges 1 1 1 Service Charges 2 1 Mileage Rates 3 1 Extended Area Service 4 1 Line Extension Charges 5 1 Special Construction 6 1 Customer Provided Pay Telephone Service 7 1 Customer Provided Pay Telephone Service 7 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 W. GENERAL SERVICES 1 1 1 Directory Service 1 1 1 Directory Service 2 1 Competitive Response 3 1 Employee Telephone Concession Service 4A 1 Employee Telephone Concession Service 5 1 Interexchange Receiving Service 6 1 Local Private Line Service 7 1 Touch Calling Service 9 1 Tax Adjustments 10 1 Tax Adjustments 10 1 Directory Strafer Service 11 1 Directory Strafer Service 9 1 Tax Adjustments 10 1 Directory Strafer Service 12 1 Customer's Transfer Service 13 1 Connection With Customer-Provided and Maintained Facilities 14 1 Discontinued Service 20 1 Customer's Transfer Service 20 1 Access Line Hunting Service 20 1			<u>SC</u>	HEDULE	<u>SHEET NOS.</u>
Service Charges 2 1 Mileage Rates 3 1 Extended Area Service 4 1 Line Extension Charges 5 1 Special Construction 6 1 Customer Provided Pay Telephone Service 7 1 Oregon Telephone Assistance Program (OTAP) 8 1 Residential Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 1 1 1 Directory Service - Discontinued 4 1 1 Competitive Response 3 1 1 Employee's Service - Discontinued 4 1 1 Local Private Line Service 7 1 1 Digital Centrex Service 9 1 1 Diagtal Centrex Service 9 1 1 Diagtal Centrex Service 11 1 1 Diagtal Centrex Service 12 1 1 Custom Calling Service 12	Ш.			× .	
Mileage Rates 3 1 Extended Area Service 4 1 Line Extension Charges 5 1 Special Construction 6 1 Customer Provided Pay Telephone Service 7 1 Oregon Telephone Assistance Program (OTAP) 8 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 7 1 Direct Inward Dialing (DID) Service 1 1 1 Competitive Response 3 1 1 Employee Telephone Concession Service 4 1 1 Foreign Exchange Receiving Service 6 1 1 Touch Calling Service 9 1 1 1 Directory Assistance Service 9 1 1 1 Touch Calling Service 10 1 1 1 1 Customer Stransfer Service 13 1 1 1 1					1
Extended Area Service 4 1 Line Extension Charges 5 1 Special Construction 6 1 Customer Provided Pay Telephone Service 7 1 Oregon Telephone Assistance Program (OTAP) 8 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 1 1 Direct Inward Dialing (DID) Service 3 1 Employee's Service - Discontinued 4 1 Employee's Service - Discontinued 4 1 Employee's Service - Discontinued 4 1 Interexchange Receiving Service 6 1 Local Private Line Service 7 1 Digital Centrex Service 11 1 Directory Assistance Service 11 1 Customer's Transfer Service 12 1 Customer's Transfer Service 13 1 Customer's Transfer Service 13 1 Customer's Transfer Service 16 1 Discontinued Services 16		•			1
Line Extension Charges 5 1 Special Construction 6 Customer Provided Pay Telephone Service 7 Cregon Telephone Assistance Program (OTAP) 8 Enhanced Lifeline Service Protection Fund (RSPF) Surcharge 8 Enhanced Lifeline Service for Tribal Lands 9 Tribal Link Up Program 10 I GENERAL SERVICES Direct Inward Dialing (DID) Service 1 Directory Service 0 Employee's Service - Discontinued 4 Employee's Service - Discontinued 4 Employee's Context - Discontinued 4 Employee's Service - Discontinued 4 Employee's Service - Discontinued 6 Interexchange Receiving Service 6 Directory Assistance Service 7 Touch Calling Service 7 Touch Calling Service 9 Tax Adjustments 10 Directory Assistance Service 11 Connection With Customer-Provided and Maintained Facilities 14 Discontinued Services 16 Custom Colling Service 16 Directory Assistance Service 11 Custom Calling Service 16 Directory Service 5 Custom Calling Service 2 Customer's Transfer Service 2 Customer's Transfer Service 2 Custom Calling Service 2 Cust					1
Special Construction 6 1 Customer Provided Pay Telephone Service 7 1 Oregon Telephone Assistance Program (OTAP) 8 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 1 1 1 Directory Service 2 1 2 1 Competitive Response 3 1 1 1 Employee's Service - Discontinued 4 1 1 1 Foreign Exchange Service 5 1 1 1 1 Interexchange Receiving Service 7 1 1 1 1 1 Digital Centrex Service 9 1<					1
Customer Provided Pay Telephone Service 7 1 Oregon Telephone Assistance Program (OTAP) 8 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Directin Ward Dialing (DD) Service 2 1 Competitive Response 3 1 Employee's Service - Discontinued 4 1 Employee's Telephone Concession Service 4A 1 Foreign Exchange Receiving Service 6 1 Local Private Line Service 9 1 Tax Adjustments 10 1 Digital Centrex Service 11 1 Custom Calling Service 12 1 Customer's Transfer Service 13 1 Customer's Transfer Service 16 1 Discontinued Services 16 1 Switched 56 Data Services 10 1 Discontinued Cores (DCS) 18 1 Customer's Transfer Se					1
Oregon Telephone Assistance Program (OTAP) 8 1 Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 1 1 1 Directory Service 2 1 1 Competitive Response 3 1 1 Employee's Service - Discontinued 4 1 1 Employee's Service - Discontinued 4 1 1 Local Private Line Service 5 1 1 1 Digital Centrex Service 9 1 1 1 Digital Centrex Service 9 1 1 1 Custom Calling Service 10 1 1 1 Directory Assistance Service 12 1 1 1 Discontinued Services 13 1 1 1 1 Custom Calling Service 13 1 1 1 1 1<					1
Residential Services Protection Fund (RSPF) Surcharge 8 3 Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Directory Service 2 1 1 Directory Service 3 1 1 Competitive Response 3 1 1 Employee's Service - Discontinued 4 1 1 Foreign Exchange Service 5 1 1 Foreign Exchange Service 6 1 1 Local Private Line Service 8 1 1 Digital Centrex Service 9 1 1 Custom Calling Service 11 1 1 Custom Calling Services 13 1 1 Custom Calling Services 16 1 1 Custom Calling Services 16 1 1 Directory Assistance Service 12 1 1 Custom Calling Service 13 1 1 Custom Calling Services 16				7	1
Enhanced Lifeline Service for Tribal Lands 9 1 Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 1 1 1 Directory Service 2 1 1 Competitive Response 3 1 1 Employee's Service - Discontinued 4 1 1 Employee's Service 6 1 1 Interexchange Receiving Service 6 1 1 Local Private Line Service 7 1 1 1 Digital Centrex Service 9 1 1 1 1 Directory Assistance Service 11 1				8	1
Tribal Link Up Program 10 1 IV. GENERAL SERVICES 1 1 Direct Inward Dialing (DID) Service 2 1 Directory Service 2 1 Competitive Response 3 1 Employee's Service - Discontinued 4 1 Foreign Exchange Service 6 1 Interexchange Receiving Service 6 1 Local Private Line Service 7 1 Touch Calling Service 8 1 Digital Centrex Service 9 1 Customer's Transfer Service 11 1 Custom Calling Services 13 1 Customer's Transfer Service 13 1 Customer's Transfer Services 16 1 Discontinued Services 16 1 Promotional Offerings 17 1 Digital Channel Service (DCS) 18 1 Customized Local Area Signaling Service (CLASS) 19 1 Bundled Services 25 1 1 Voice Mail Services Call Blocking 24 1 <t< td=""><td></td><td></td><td></td><td></td><td>3</td></t<>					3
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Direct Inward Dialing (DID) Service11Directory Service21Competitive Response31Employee's Service - Discontinued41Employee's Service - Discontinued41Foreign Exchange Service61Local Private Line Service71Touch Calling Service91Digital Centrex Service91Directory Assistance Service101Custom Calling Service131Custom Calling Service131Discontinued Services161Discontinued Services161Digital Channel Service (DCS)181Digital Channel Service201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service2311N11 Services2511N11 Services Call Blocking241N11 Services261Electoric Bill Presentment and Payment (EBPP)261Convenience Fee2622Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)28Integrated Servi	IV.	GENERAL SERVICES			
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Competitive Response3Employee's Service - Discontinued4Employee's Service - Discontinued4Employee's Service - Oncession Service4AForeign Exchange Receiving Service6Interexchange Receiving Service6Local Private Line Service7Touch Calling Service8Digital Centrex Service9Tax Adjustments10Directory Assistance Service11Custom Calling Service12Custom Calling Service13Connection With Customer-Provided and Maintained Facilities14Discontinued Services16Switched 56 Data Services16Switched 56 Data Service11Customized Local Area Signaling Service (CLASS)19Bundled Services20Customized Local Area Signaling Service (CLASS)19Bundled Services21Voice Mail Service23Information Services Call Blocking24N11 Services25Electronic Bill Presentment and Payment (EBPP)26Convenience Fee26Bundled Services27Bundled Services27Integrated Services30Convenience Fee29Using Service29Convenience Fee29Bundled Services30Convenience Fee29Operator Services30Bundled Services30Convenience Fee29Convenience Fee29Bundled Services<					
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Foreign Exchange Service51Interexchange Receiving Service61Local Private Line Service71Touch Calling Service81Digital Centrex Service91Tax Adjustments101Directory Assistance Service111Custom Calling Service121Customer's Transfer Service131Connection With Customer-Provided and Maintained Facilities141Discontinued Services161Switched 56 Data Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)262Bundled Services2622Bundled Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Electronic Bill Presentment and Payment (EBPP)2622Bundled Services301291Discues Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Services301291Operator Services30121Discues Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Services3012Elect					1
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Touch Calling Service81Digital Centrex Service91Tax Adjustments101Directory Assistance Service111Custom Calling Service121Custom Calling Service131Connection With Customer-Provided and Maintained Facilities141Discontinued Services151Switched 56 Data Services161Promotional Offerings171Digital Channel Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Protection Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)262Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)28Bundled Services301ISSUED BY: STEVE CROSBYISSUEDDECEMBER 9, 2016					
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Custom Calling Service121Customer's Transfer Service131Connection With Customer-Provided and Maintained Facilities141Discontinued Services151Switched 56 Data Services161Promotional Offerings171Digital Channel Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)262Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
Customer's Transfer Service131Connection With Customer-Provided and Maintained Facilities141Discontinued Services151Switched 56 Data Services161Promotional Offerings171Digital Channel Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service301Voperator Services301					1
Connection With Customer-Provided and Maintained Facilities141Discontinued Services151Switched 56 Data Services161Promotional Offerings171Digital Channel Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					•
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Promotional Offerings171Digital Channel Service (DCS)18Customized Local Area Signaling Service (CLASS)19Bundled Services20Access Line Hunting Service21Protection Services For High Voltage Environments22Voice Mail Service23Information Services Call Blocking24N11 Services25Electronic Bill Presentment and Payment (EBPP)26Convenience Fee26Business Traffic Study Service27Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)28Bundled Service29Operator Services30ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
Digital Channel Service (DCS)181Customized Local Area Signaling Service (CLASS)191Bundled Services201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
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Bundled Services201Access Line Hunting Service211Protection Services For High Voltage Environments221Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service291Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
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Voice Mail Service231Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service291Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
Information Services Call Blocking241N11 Services251Electronic Bill Presentment and Payment (EBPP)261Convenience Fee262Business Traffic Study Service271Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service291Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					1
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Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)281Bundled Service291Operator Services301ISSUED BY: STEVE CROSBYISSUED:DECEMBER 9, 2016					
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SENIOR VICE PRESIDENT **REGULATORY AFFAIRS** 9260 E. STOCKTON BLVD. ELK GROVE, CA 95624

EFFECTIVE: JANUARY 22, 2017 ADVICE LETTER NO. OR-16-09 Section IV Schedule 26 3rd Revised Sheet No. 1

FOR DEPARTMENT'S RECEIPT STAMP

GENERAL SERVICES

ELECTRONIC BILLING AND PAYMENT OPTIONS

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

A. <u>APPLICABILITY</u>

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. <u>TERRITORY</u>

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

C. <u>GENERAL</u>

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

Monthly Rate

\$2.00

Rate for both a paper copy and an electronic bill copy

E. CONDITIONS

ELK GROVE, CA 95624

- 1. The EBPP is an optional Service.
- 2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
- 3. EBPP is available where technically feasible.
- 4. Service Charges as specified in Tariff Section III, Schedule 2 do not apply to this service.
- 5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

ISSUED BY: STEVE CROSBY	ISSUED:	DECEMBER 9, 2016
SENIOR VICE PRESIDENT	EFFECTIVE:	JANUARY 22, 2017
REGULATORY AFFAIRS	ADVICE LETTER	NO. OR-16-09
9260 F. STOCKTON BLVD.		

(T) (N) Section IV Schedule 26 Original Sheet No. 2

FOR DEPARTMENT'S RECEIPT STAMP

GENERAL SERVICES

ELECTRONIC BILLING AND PAYMENT OPTIONS

CONVENIENCE FEE

A. GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.
- B. RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence

\$4.50

(N)

(N)

ISSUED BY: STEVE CROSBY SENIOR VICE PRESIDENT REGULATORY AFFAIRS 9260 E. STOCKTON BLVD. ELK GROVE, CA 95624 Section I Schedule B 23rd-24th Revised Sheet No. 2

FOR DEPARTMENT'S RECEIPT STAMP

SECTION INDEX

SECT				
SECTION		SCHEDULE	CHEDULE SHEET NOS.	
III.	LOCAL SERVICE Local Service Rates and Charges Service Charges Mileage Rates Extended Area Service Line Extension Charges Special Construction Customer Provided Pay Telephone Service Oregon Telephone Assistance Program (OTAP) Residential Services Protection Fund (RSPF) Surcharge Enhanced Lifeline Service for Tribal Lands Tribal Link Up Program	1 2 3 4 5 6 7 8 8 8 9 10	1 1 1 1 1 1 1 3 1 1	
IV.	GENERAL SERVICES Direct Inward Dialing (DID) Service Directory Service Competitive Response Employee's Service - Discontinued Employee Telephone Concession Service Foreign Exchange Service Interexchange Receiving Service Local Private Line Service Touch Calling Service Digital Centrex Service Tax Adjustments Directory Assistance Service Custom Calling Service Customer's Transfer Service Connection With Customer-Provided and Maintained Facilities Discontinued Services Switched 56 Data Services Promotional Offerings Digital Channel Service (DCS) Customized Local Area Signaling Service (CLASS) Bundled Services Access Line Hunting Service Protection Services For High Voltage Environments Voice Mail Service Information Services Call Blocking N11 Services Electronic Bill Presentment and Payment (EBPP) <u>Convenience Fee</u> Business Traffic Study Service Integrated Services Digital Network (ISDN) – Primary Rate Interface (PF Bundled Service	1 2 3 4 4A 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 26 26 27 RI) 28 29 30	$ \begin{array}{c} 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ 1\\ $	
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ISSUED BY: STEVE CROSBY SENIOR VICE PRESIDENT REGULATORY AFFAIRS 9260 E. STOCKTON BLVD. ELK GROVE, CA 95624 Section IV Schedule 26 2nd-3rd Revised Sheet No. 1

FOR DEPARTMENT'S RECEIPT STAMP

ELECTRONIC BILLING PRESENTMENT AND PAYMENT OPTIONS (EBPP)	<u>(T</u>)
ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)	<u>(N</u>

A. <u>APPLICABILITY</u>

GENERAL SERVICES

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. <u>TERRITORY</u>

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

C. <u>GENERAL</u>

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

Rate for both a paper copy and an electronic bill copy

E. CONDITIONS

- 1. The EBPP is an optional Service.
- 2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
- 3. EBPP is available where technically feasible.
- 4. Service Charges as specified in Tariff Section III, Schedule 2 do not apply to this service.
- 5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

Monthly Rate

\$2.00

Section IV

Schedule 26 Original Sheet No. 2 FOR DEPARTMENT'S **RECEIPT STAMP** GENERAL SERVICES **ELECTRONIC BILLING AND PAYMENT OPTIONS** (N) **CONVENIENCE FEE** A. GENERAL A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing. This fee will not apply if: • The automated payment systems are unavailable due to system outages. At the time payment is made, the customer agrees to sign up for automatic bill payment. • Payment is taken for a deposit. • The payment is for a Government account. B. RATES AND CHARGES Nonrecurring Charge Convenience Fee, per occurrence \$4.50

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