

**OREGON PUBLIC UTILITY COMMISSION
INTEROFFICE CORRESPONDENCE**

DATE: March 2, 2016

TO: File through Bruce Hellebuyck *JS for*

FROM: Jim Stange *JS*

SUBJECT: Qwest Corporation, Docket No. PL 35/Advice No. 2016-001-PL
May utilize a third-party vendor for the acceptance and processing
of the Convenience Fee Charge.

I have reviewed this filing and recommend that an acknowledgement letter be sent. The filing went into effect on February 20, 2016, and was filed on February 19, 2016. The company proposes to establish the opportunity to utilize a third-party vendor for the acceptance and processing of the Convenience Fee Charge for onetime payments made with a live customer representative. The filing also makes business customers eligible to make onetime payments using the Convenience Fee Charge.

The third-party vendor would determine and assess the fee, which would be in lieu of the current price list charge of \$5.00 per occasion. The company states that the third-party vendor would initially charge less than the current price list rate.

A Convenience Fee Charge currently applies to residential customers for onetime payments made with a live customer representative using a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers who are enrolled in automatic payment plans, who pay their bill by mail, who use the automatic voice response unit, who use their financial institution's bill payment service, or who pay their bills online at Qwest's website. This one-time charge appears on the customer's bank or credit card statement along with the payment amount.

The service provided under the Convenience Fee Charge is classified in the *Other Services* group and is price listed pursuant Qwest's Price Plan. This filing is timely pursuant to Section P of the Price Plan, which, in pertinent part, says that the company: "...will make price list changes for New Services, Other Services, and Packages and Bundles at least one day prior to the effective date."