



**OREGON PUBLIC UTILITY COMMISSION
INTEROFFICE CORRESPONDENCE**

DATE: November 29, 2016

TO: File through Bruce Hellebuyck 

FROM: Malia Brock 

SUBJECT: Frontier Communications Northwest Inc., Docket No. PL 52/Advice No. 045SPL, Standardize the naming and descriptions of Operator Services, increase per call rates and rename types of Operator Services provided to Business and Residential customers.

I have reviewed this filing and recommend that an acknowledgement letter be sent. The filing is effective November 20, 2016, and was filed November 9, 2016. The company proposes to standardize the naming and description of Operator Services, increase the per call rates and introduce a variety of new Operator Services for Business and Residential customers in the Price List.

Frontier is regulated under its Price Plan established through Order No. 14-290 (Docket No. UM 1677), which became effective on August 18, 2014.

The filing complies with Oregon Revised Statutes (ORS) 759.175, which requires telecommunications utilities to submit tariff filings to the Commission whenever a telecommunications utility intends to change its rates, terms, or conditions of service. This filing was submitted on November 9, 2016, and thus, complies with Frontier *Price Plan*, Section Q, which requires price list changes to be filed at least one day prior to their effective dates.

The proposed increased rates and charges comply with Frontier *Price Plan*, Section H, Other Services, which allows monthly rates to increase up to 25% or \$.50 annually, whichever is greater. The existing service rates increasing are outlined below:

<u>Existing Services</u>	<u>Current Rate</u>	<u>Proposed Rate</u>
Operator Assisted Station to Station	\$1.00	\$1.50
Operator Assisted Person to Person	\$3.00	\$3.50
Operator Assisted-Corrections	\$1.75	\$2.25

Frontier previously offered an Operator Service named Operator Handled Station-to-Station calls, which has a current rate of \$1.00 per use. This service actually consists of three types of Operator handled services; collect calls, operator assisted time and charges calls, and calls billed to a third number. That is, the current rate for each of the three services is \$1.00 per use. In this filing, the Company proposes dividing the Station-to-Station calls into the three separate names listed in the table below and also proposes to increase the rate to \$1.50 per use for each of the three services.

<u>New Names for Station-to-Station Call</u>	<u>Current Rate</u>	<u>Proposed Rate</u>
Collect	\$1.00	\$1.50
Operator Assisted Time and Charges	\$1.00	\$1.50
Billed to Third Number	\$1.00	\$1.50