



21 West Ave  
Spencerport, NY 14559

May 15, 2019

Advice Letter No. 005PL

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

RE: Citizens Telecommunications Company of Oregon – Grandfather certain  
Residential bundles

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) hereby submits for filing an electronic copy of the enclosed revised sheets for the Price List.

The purpose of this filing is to grandfather the following residential bundles:

- Frontier Choices
- Frontier Digital Phone Service
- Frontier Digital Phone 100
- Frontier UnlimitedOR

It is respectfully requested that this filing become effective on May 17, 2019.

Please direct any questions or notifications of action taken on this filing to Leslie Zink at (585) 777-4717, or [Leslie.zink@ftr.com](mailto:Leslie.zink@ftr.com).

Sincerely,

A handwritten signature in black ink that reads "Leslie Zink".

Leslie Zink  
Sr. Manager, Pricing & Tariffs

LZ: lms  
Enclosures

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**BUNDLED SERVICES**

**FRONTIER CHOICES – Grandfathered as of May 17, 2019**

(C)

A. TERRITORY

All exchanges as defined on the exchange area maps contained in the Exchange & Network Services Tariff where facilities are available.

B. GENERAL

1. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to either plan may select any or all of the following services/features.

2. Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Anonymous Call Block/Rejection (ACR)
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>2,3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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By Sr. Vice President - Regulatory Affairs

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**BUNDLED SERVICES**

**FRONTIER CHOICES – Grandfathered as of May 17, 2019** (Continued)

(C)

B. GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Block/Rejection (ACR)
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>1</sup>
- Caller ID with Name <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>2,3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**FRONTIER CHOICES – Grandfathered as of May 17, 2019** (Continued)

(C)

C. RATES AND CHARGES

1. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
3. Extended Area Service (EAS) or Local Calling Plan (LCP) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS or LCP additive in addition to the package rate.
4. Service Charges as specified in Section 2 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
5. A \$10.00 non-recurring credit per line will be issued to the customer for each Frontier Choices Package ordered during an initial installation or when moving an existing line.
6. Frontier Choices packages are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$30.00
Frontier Choices - Enhanced Line with Second Line	\$65.00

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**BUNDLED SERVICES**

**FRONTIER CHOICES – Grandfathered as of May 17, 2019** (Continued)

(C)

D. CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the company's Price List.
3. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
5. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
6. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019**

(C)

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/Call Forward No Answer  
Unlimited Extended Area Service

Voice Mail – Residential Basic  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 6.

\*69 Call Return  
\*66 Busy Number Redial  
Speed Call 8<sup>1</sup> or Speed Call 30  
3 Way Calling  
Anonymous Call Block/Rejection (ACR)

Call Trace  
Caller ID with Name  
Call Waiting ID  
Priority Call  
Selective Call Rejection  
Selective Call Acceptance

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019** (Continued)

(C)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Service bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	\$4.49
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charges.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 17, 2019** (Continued)

(C)

E. CONDITIONS (Continued)

7. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
  1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.
  2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  4. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
  5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.
  8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 17, 2019**

(C)

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 bundle as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

2. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line  
Extended Area Service Calling  
Speed Call 8 <sup>1</sup>

3. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List.

Basic Call Forward	*69 Call Return
Call Forward Busy	*66 Busy Number Redial
Call Waiting/Cancel Call Waiting	3 Way Calling
Caller ID with Name	Speed Call 30
Caller ID Number Only	Anonymous Call Block/Rejection (ACR)
Call Waiting ID	Anonymous Call Acceptance
	Call Trace

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 17, 2019** (Continued)

(C)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
2. Frontier Digital Phone 100 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$18.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Exchange & Network Services Tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 17, 2019** (Continued)

(C)

E. CONDITIONS (Continued)

8. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
10. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone 100 for a minimum period of one month and up to nine months during a 12-month period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
  - e. The Federal Subscriber Line Charge is included in the monthly rate.
  - f. All applicable taxes and surcharges apply.

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**BUNDLED SERVICES**

**FRONTIER UNLIMITEDOR – Grandfathered as of May 17, 2019**

(C)

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedOR service as said exchanges are defined on the exchange area maps contained in the Exchange & Network Services Tariff.

C. GENERAL

1. The Frontier UnlimitedOR is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

2. The Basic Line Bundle includes the following:

One Flat Rate Residential Line  
Extended Area Service Calling  
Call Waiting/Cancel Call Waiting

3. The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List:

Call Forward	*69 Call Return
Basic Call Forward	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
Call Waiting/Cancel Call Waiting	Speed Call 30
Caller ID Number Only	Anonymous Call Block/Rejection (ACR)
Caller ID With Name	Anonymous Call Acceptance
Call Waiting ID	Call Trace

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**BUNDLED SERVICES**

**FRONTIER UNLIMITEDOR – Grandfathered as of May 17, 2019** (Continued)

(C)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 apply to the installation of individual components of the bundle.
2. Frontier UnlimitedOR is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedOR	\$28.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99
Stay Connected Seasonal Offering	\$9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Exchange & Network Services Tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

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**BUNDLED SERVICES**

**FRONTIER UNLIMITEDOR – Grandfathered as of May 17, 2019** (Continued)

(C)

E. CONDITIONS (Continued)

8. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
10. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedOR Service while they are away, a minimum of one month and up to nine months during a 12 period.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - d. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedOR bundle and services will be reactivated and billed at the applicable rates.
  - e. The Federal Subscriber Line Charge is included in the monthly rate.
  - f. All applicable taxes and surcharges apply.

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