



8840 SW Burnham Street  
Tigard, Oregon 97223  
(503) 431-0458  
[jessica.epley@ftr.com](mailto:jessica.epley@ftr.com)

March 13, 2019

***Via Electronic Filing***

Oregon Public Utilities Commission  
201 High Street NE, Suite 100  
Salem, OR 97301-3398

---

**Citizens Telecommunications Company of Oregon  
d/b/a Frontier Communications of Oregon (Frontier)**

---

Dear Commissioners,

Please find attached for electronic filing the following consumer notices language for Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier). The revisions are being submitted with a proposed effective date of April 24, 2019.

Frontier is making this filing because we noted inconsistencies in our consumer notices and are working to use consistent language in all our notices wherever possible.

Please feel free to contact me with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "J Epley", written in a cursive style.

Jessica Epley  
Government & External Affairs Manager

**Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier)  
Consumer Notices**

<p><b>OAR 860-034-0040 Information for Utility Customers and Applicants</b></p>	<p align="center"><b>Consumer Notices language</b></p>
<p>(5) When service is initiated and not less than once each year thereafter, every small telecommunications utility shall give its residential customers a written summary of their rights and responsibilities. If service is initiated without a personal visit between the small telecommunications utility and the customer, the utility shall mail the summary to the customer no later than when the first bill statement is mailed. A small telecommunications utility satisfies the annual notification requirement by prominent publication of the information in a telephone directory distributed to its customers annually. The summary shall include the text of a summary prepared by the Commission's Consumer Services Division or prepared by the small telecommunications utility and approved by the Commission that describes:</p>	<p><b>Rights &amp; Responsibilities</b> It is important to us at Frontier that you, our customer, are aware of your rights and responsibilities. We want you to be able to make well-informed decisions so that doing business with us is a pleasant and satisfying experience. If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. The following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matters described here apply only to electricity, natural gas, telephone and water services regulated by the PUC. The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service or if you have a problem.</p> <p><b>Your rights and responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Your right to a clear and concise monthly bill and your right to check your bill for accuracy.</li> <li>• Your right to fair credit and deposit policies.</li> <li>• Your responsibility to pay your bill and your right to receive continuous telephone service if you meet this responsibility.</li> <li>• Your responsibility to be aware of our policies regarding suspension, termination and restoration of service.</li> <li>• Your right to participate in our Third-Party Notification Plan.</li> <li>• Your right to select a deferred payment of installation charges.</li> <li>• The right of qualified customers to be eligible for discounted installation rates.</li> <li>• Your right to question or clarify Frontier policies and procedures as they relate to your telephone service.</li> <li>• Your right to view and receive explanation of current tariffs on file with the Public Utilities Commission of Oregon (PUC).</li> </ul> <p>Our customers are important to us at Frontier. If you would like more information about your rights and responsibilities, please contact your Frontier Customer Service and Sales Center.</p>
<p>(a) The customer's option to designate a third party to receive bills and notices and the availability of notices in languages other than English;</p>	<p><b>Third-Party Notification</b> Residential customers may choose a third party to receive copies of any disconnect notices sent to you because of overdue utility bills. The selected party must agree to become a third party. He or she is not responsible for paying your bills but may act on your behalf and help work out payment terms.</p>
<p>(b) Applicable financial assistance programs, such as the Oregon Telephone Assistance Program and Link-Up America;</p>	<p><b>Financial Assistance</b></p> <p><b>Lifeline Assistance</b> Do you need help paying for phone service or internet access? Lifeline is a nontransferable government assistance program that provides a \$9.25 discount on the cost of monthly telephone service or broadband (where available)* and is limited to one discount per household.**</p> <p><b>Only eligible customers may enroll and receive the discount.</b> You may be eligible for the Lifeline telephone or broadband service discount if you, or someone in your household, participate in any of these programs:</p> <ul style="list-style-type: none"> <li>• Medicaid</li> <li>• Supplemental Nutrition Assistance Program (SNAP)</li> <li>• Supplemental Security Income (SSI)</li> <li>• Federal Public Housing Assistance (Section 8)</li> <li>• Veterans and Survivors Pension</li> </ul> <p>You may also qualify if your household income is at or below 135% of the Federal Poverty Guidelines.</p>

	<p>In addition to Basic Lifeline, individuals living on federally recognized Tribal Lands who meet any of the above listed eligibility criteria or participate in one of the following federal assistance programs, may also qualify for additional monthly discounts through Enhanced Lifeline and up to \$100.00 toward installation fees through the Tribal Link-Up program.</p> <ul style="list-style-type: none"> <li>• Bureau of Indian Affairs General Assistance</li> <li>• Tribally Administered Temporary Assistance for Needy Families</li> <li>• Head Start (income based only)</li> <li>• Food Distribution Program on Indian Reservations</li> </ul> <p>Apply for Lifeline online at <a href="http://checkLifeline.org">checkLifeline.org</a> or by downloading an application at <a href="https://frontier.com/resources/discountprograms/lifeline-program">https://frontier.com/resources/discountprograms/lifeline-program</a> and sending it to the USAC address on the form. To discuss Lifeline with a representative, or to see if you qualify, contact Frontier Customer Service at <b>1-800-921-8101</b>.</p> <p>* Not all broadband products are eligible.  **Some states also provide additional discounts.</p> <p><b>Oregon Telephone Assistance Program (OTAP)</b>  OTAP is the state counterpart to the Federal Lifeline Program and is governed by Federal Communication Commission. OTAP program provides reduced monthly rates for low income residential customers who meet eligibility requirements established by the Commission as defined in OAR 860-033-0030.</p> <p><b>Tribal Link Up Program</b>  Provides for a 100% reduction up to \$100.00 against the Service Charge for connection of a residential exchange access line. This credit is only available to Tribal Land customers who meet eligibility requirements established by the FCC. The credit applies to the single line serving the customer's principal residence.  The Tribal Link Up Program is only available to low income residential customers who meet the following criteria:  a. The recipient meets the income test outlined for the Oregon Telephone Assistance Program (OTAP).  b. Enhanced Lifeline Service for Tribal Land criteria.  Tribal Link Up Service can only be associated with the primary residential connection.</p>
(c) The availability of medical certificates;	<p><b>Medical Certificates</b>  If you, or a member of your family, has a serious health problem and your utility service is threatened with disconnection, you may be able to delay disconnection by supplying the utility company with a medical certificate from your doctor or health care professional. This will prevent the immediate disconnection of your service and require the utility company to allow you to set up a payment plan to pay any overdue charges.</p>
(d) Special payment options. Late-payment charges, if any, shall be explained, along with the availability of any preferred billing date option;	<p><b>Special Payment Options</b></p> <p><b>Deferred Payment Plan</b>  If you cannot pay your bill by the due date, we may be able to offer you a deferred payment plan. Please call Frontier's Customer Contact Center for more information at 1-800-FRONTIER.  Text Telephone (TTY) customers call Frontier through the Telecommunications Relay Service. (Please see page 5 for calling instructions.)</p> <p><b>Late Charges</b>  Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late payment charges to bills not paid on time.  Delinquent accounts will be advised of a disconnect date by means of a "late" notice. If payment in full is not received before the disconnect date, service will be disconnected.  If service is disconnected for nonpayment, a reconnection charge and/or applicable deposit will be required to restore service. Accounts are temporarily disconnected for 10 days. If the bill is not paid by then, service is permanently disconnected. An application for new service must be made. This costs more than the restorable charge for a temporary disconnect.  After permanent disconnection of telephone service, credit balances are held for two billing cycles. At the end of these two billing cycles, any credits will be refunded.  A fee will be charged for any check returned by the bank for non-sufficient funds.</p>

<p>(e) Procedures for conflict resolution, including how to register a dispute with the small telecommunications utility and with the Commission and the toll-free number of the Commission's Consumer Services Division;</p>	<p><b>Resolving Disputes</b>  If you have a dispute with your utility company that is not resolved by contacting the company, the Oregon Public Utilities Commission's (OPUC's) Consumer Services Division is available to help you.</p> <p>You may contact the OPUC regarding your telephone service via mail at the following address or by phone at the following numbers:</p> <p><b>Oregon Public Utility Commission</b>  201 High Street SE  Salem, OR 97301  <b>Salem:</b> 503-378-6600  <b>Oregon Outside Salem:</b> 800-522-2404</p> <p>To file a complaint with the Federal Communications Commission (FCC) regarding interstate calling, you may contact the FCC at the following address or by phone at the following number:</p> <p><b>Federal Communications Commission</b>  Consumer and Government Affairs Bureau, Consumer Complaints  445 12th Street SW  Washington, DC 20554  or telephone: Voice. 1-888-225-5322  TTY. 1-888-835-5322  E-mail. <a href="mailto:fccinfo@fcc.gov">fccinfo@fcc.gov</a></p>
<p>(f) Listings of consumer organizations that participate in Commission proceedings, including addresses and telephone numbers, may be requested from the Commission's Consumer Services Division; and</p>	<p><b>Consumer Organizations</b>  The PUC's consumer services division is available to help you. Call the PUC, toll-free, at 1-800-522-2404. There are several other organizations that are available to help consumers. The PUC maintains a list of these organizations and can tell you how to contact them.</p>
<p>(g) The Commission's telephone solicitation rules.</p>	<p><b>Telephone Solicitation</b>  A telephone solicitor is a person who calls to ask you to buy something or to make a donation. State and federal laws require that telephone solicitors who call residences must: identify themselves and the business they represent by name, identify the purpose of the call, and provide a telephone number where the solicitor or the company can be reached. Additionally, a telephone solicitor can't legally call a residence before 8:00 a.m. or after 9:00 p.m.</p> <p>If you are receiving telemarketing calls even though you are registered with the National Do Not Call List, please Report a Violation of the Do Not Call List.</p> <p>Warning. Oregon Do Not Call law is distinct from laws and regulations governing the use of automatic dialer and announcing devices. Certain calls generated by a computer or other machine that disseminates a recorded or digital voice message might be exempt from Oregon do Not call law but may still violate automatic dialer and announcing device statutes or regulations. Please see ORS 646A.370 et seq., and related federal automatic dialing and announcing device regulations for more information.</p> <p><b>Are There any Exceptions?</b>  Under Oregon law, certain solicitation calls are still allowed whether or not you are on the National Do Not Call Registry.</p> <p>These include calls from: Public agencies; Political campaigns asking for your opinion or vote; Charitable organizations to which you belong, have previously donated or expressed an interest in supporting; Companies returning your call or calling because you asked them to Companies that you have established a relationship with because you bought products, services or conducted business in the past; Debt collectors; One business to another (business to business calls)</p> <p><b>Penalties for Solicitors</b>  Violations of telemarketing laws are illegal. Telephone customers may seek damages. Offending telephone solicitors, may be fined up to \$25,000.</p>

Address complaints to:  
Department of Justice, Financial Fraud Section 100  
Justice Building  
Salem OR 97310  
Or phone 503-378-4320

**Threatening or Obscene Phone Calls**

If You Receive Obscene or Nuisance Calls, Follow These Suggestions:

- Hang up
- Give no information
- Advise children to do the same

Making threatening, obscene, or nuisance calls is a violation of state and federal laws. If you receive a threatening call, report it immediately to the police. Many optional phone services—including Caller ID Services, Call Block, and Call Trace—are available in some areas and can help prevent annoying calls. Often, changing your telephone number will resolve the problem.

Call the Frontier Nuisance Bureau, toll-free, at 1-888-637-9625 for more information or assistance.

**National “Do Not Call Registry**

If you wish to have your name and telephone number placed on a list to not receive telemarketing calls, you may register by calling toll-free 1-888-382-1222 or online at <https://www.donotcall.gov/>.