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Via Electronic Filing to puc.filingcenter@state.or.us

Oregon Public Utilities Commission Filing Center
201 High Street SE
Salem, OR 97301

**Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier)
Petition for Partial Waiver**

Dear Oregon Public Utilities Commission Filing Center,

Enclosed please find Citizens Telecommunications Company of Oregon d/b/a/ Frontier Communications of Oregon (Frontier) Petition for Partial Waiver of OAR 860-021-0010(6), 860-021-0610, 860-021-0620. Frontier is respectfully seeking relief identical to that which was approved in Docket UM 1763 for Frontier Communications Northwest, Inc in 2016.

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

Sincerely,

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

Jessica Epley
Government & External Affairs Manager

Enclosure: Petition

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

Petition of

CITIZENS TELECOMMUNICATIONS
COMPANY OF OREGON INC.,

For Waiver from Customer Rights and
Responsibilities Written Notice Requirements

Docket No. UM-_____

PETITION FOR PARTIAL WAIVER
FROM OAR 860-021-0010(6), 860-021-
0610, 860-021-0620

I. INTRODUCTION AND BASIS FOR PETITION

A. Petitioner.

Petitioner is Citizens Telecommunications Company of Oregon (“Petitioner”) a local exchange company (“LEC”) regulated by this Commission as a telecommunications utility. The Petitioner’s address is provided below.

B. Basis for Petition Under Oregon Laws and Rules.

Oregon law provides that for “good cause” on written request or its own motion, the Commission may waive its rules. *E.g.*, OAR § 860-021-0005; *see also*, ORS § 756.040. For the reasons discussed below, the Petitioner believes there is unquestionably “good cause” for a waiver. Additionally, the Commission has granted similar relief to other Petitioners in Docket UM 1763, where the Petitioner’s affiliated company Frontier Communications Northwest Inc. was granted relief. Petitioner is seeking this relief to provide operational consistency between the two companies.

II. IDENTIFICATION OF POTENTIALLY RELEVANT RULES AND CONDITIONS OF WAIVER.

A. Rules Potentially Implicated.

CITIZENS TELECOMMUNICATION COMPANY OF OREGON PETITION FOR PARTIAL
WAIVER FROM OAR 860-021-0010(6), 860-021-0610, 860-021-0620

The Petitioner respectfully seeks an order partially waiving Oregon Administrative Rule (“OAR”) Section 860-021-0010(6), which states, in relevant part:

(6) When service is initiated and not less than once each year thereafter, every energy or large telecommunications utility shall give its residential customers a written summary of their rights and responsibilities, as they relate to the utility providing service. If service is initiated without a personal visit between the energy or large telecommunications utility and the customer, the utility shall mail the summary to the customer no later than when the first bill statement is mailed. Large telecommunications utilities satisfy the annual notification requirement by prominent publication of the information in a telephone directory distributed to their customers annually. The summary shall include the text of a summary reviewed and approved by the Commission's Consumer Services Division and describe: [balance of subsection omitted].

Id. (emphasis added). To the extent the intent of this OAR is that print and paper directories are required, that requirement should be waived for the Petitioner, so that the rule may be met by digital and online publication. Further, the Commission should, if and to the extent necessary, interpret or waive OAR §§ 860-021-0610 and 860-021-0620, as well as other possible rules relating directly or indirectly to directories or listings, to not require print and paper directories, but rather to allow digital publication.

To the extent directory and listing regulations retain some measure of public benefit, it can be readily and more efficiently provided by digital and online publication. Accordingly, the statutes and rules should be interpreted—and to the extent necessary, waived—to expressly allow digital publication, the means by which nearly all consumers access listings and other information today.

B. Conditions for a Partial Waiver of OAR 860-021-0010(6), 860-021-0610, and 860-021-0610.

Commission Staff has suggested the following conditions if waivers are to be granted, which are acceptable to the Petitioner:

- (1) Petitioner will provide a directory including white pages free of charge to their customers when requested by a customer.
- (2) Petitioner will provide a notice to their current customers and new customers to inform them of the following:
 - A. that the Petitioner will no longer deliver directories to customers unless the directories are requested by the customer;
 - B. that customers may request a directory, including white pages, free of charge as well as the process for doing so;
 - C. that customers can access directory information on-line and provide the website(s) address;
 - D. that both the printed directories delivered to customers and the on-line directories will include (a) a statement summarizing the Customers' Rights and Responsibilities, (b) a statement that complies with the requirements of OAR 860-021-0610 pertaining to Telephone Solicitation Notices, and (c) a statement that complies with the requirements of OAR 860-021-0620 pertaining to Customer Notification and Information Delivery Services.

III. CONCLUSION.

For the foregoing reasons, the Petition should be granted, and the Commission should grant a waiver of the requirements of OAR Sections 860-021-0010, 860-021-0610 and 860-021-0620, to the extent necessary to permit the Petitioner to comply with them via digital publication and subject to the conditions set forth above.

Respectfully submitted this 8th day of April, 2019.



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