

ZiPLY Fiber
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December 30, 2021

Sent via electronic mail to puc.filingcenter@state.or.us

Attn: Filing Center
Oregon Public Utilities Commission
201 High Street S.E., Suite 100
Salem, Oregon 97301

Re: Advice No. 2021-6 for ZiPLY Fiber Northwest, LLC dba ZiPLY Fiber OPUC No. 18

Dear Filing Center:

ZiPLY Fiber Northwest, LLC d/b/a ZiPLY Fiber, hereby submits the attached revision to Tariff OPUC No. 18 with an effective date of February 1, 2022. We are making this revision in order to increase operational efficiency by having a single approach to late payments across all products. Additionally, we have noted that other carriers have the same approach.

The following sheets are included in this filing:

Section III, 1st Revised Sheet 5
Section IV, 1st Revised Sheet 65

If you have any questions regarding this filing, you may contact me at (503) 431-0458.

Sincerely,

A handwritten signature in black ink, appearing to read "JEpley".

Jessica Epley
VP - Regulatory & External Affairs

III. GENERAL REGULATIONS

ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

Customer Billing (Continued)

When an under or overbilling occurs, the Company shall provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. If it can be shown that the error was due to some cause, the date of which can be fixed, the over or undercharge shall be computed back to that date. If no date can be fixed, the Company shall refund the overcharge or rebill the undercharge for no more than six months' usage. In no event shall an over or underbilling be for more than three years' usage. Regulations involving adjustments of Utility Bills are included in OAR 860-21-135. The text of the OAR is available for customer inspection upon request.

Where a customer is required to repay an underbilling, the customer shall be entitled to enter into a time payment agreement. If the customer and Company cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. The Company shall provide written notice advising the customer of the opportunity to enter into a time payment agreement and of the Commission's appeal and complaint process.

Billing will reflect the Oregon Telephone Assistance Program (OTAP) credit effective with the date specified by the Oregon Public Utility Commission for each recipient. The OTAP credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.

Effective with bills rendered on and after October 1, 1987, a monthly Residential Service Protection Fund (RSPF) surcharge will be billed per access line. Recipients in either OTAP or the program for the deaf are not exempt from this surcharge.

Where a customer owes a balance to the Company from the customer's prior account for Oregon service, the Company may transfer the amount to the customer's current account in accordance with the regulations involving Transfer Billings included in OAR 860-21-334.

Late Payment Charge

A late payment charge will apply as authorized by OAR 860-021-0126 to accounts not paid in full each month.

The late payment charge will be listed separately and included in the total amount due on the current bill.

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IV. LOCAL SERVICE TRIBAL LINK UP SERVICE

GENERAL

Tribal Link Up Service helps low income Tribal Land subscribers initiate telephone service by providing to qualifying residential subscribers, reduced service installation charges as outlined in Rates, following.

Upon request of the customer, an installment-billing plan can be arranged for payment of the service installation charges. The minimum monthly payment amount is \$2.00 and the maximum length of time is four months. Interest in the amount of the Late Payment Charge rate applied against the unpaid monthly balance, is applicable but shall not be assessed to the Tribal Link Up Service customer. Such interest is to be charged to the Tribal Link Up program. The maximum allowable charge to the Tribal Link Up program may not exceed interest incurred against any balance above \$200, for up to one year.

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APPLICATION

Tribal Link Up Service is only available to low income residential customers who meet the following criteria:

The recipient meets the income test outlined for Lifeline Service and Tribal Lifeline Service.

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An individual must submit an application to the Commission to establish eligibility for Tribal Link Up Service. An application may be requested from the Commission.

An applicant or recipient is required to furnish his/her social security number before his/her eligibility can be determined. Failure to do so will result in denial of benefits. An applicant must sign an application (written authorization) permitting the Commission to release necessary information to an eligible telecommunications carrier. The Commission must be able to verify an individual's eligibility.

Tribal Link Up Service can only be associated with the primary residential connection.

Funding for Tribal Link Up Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.