



State of Utah  
Department of Commerce  
Division of Public Utilities

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December 14, 2016

**TO: PUBLIC SERVICE COMMISSION**

**FROM: DIVISION OF PUBLIC UTILITIES**

Chris Parker, Director  
Bill Duncan, Manager, Telecommunications and Water  
Paul M. Anderson, Utility Technical Consultant

**Re: Utah Docket No. 16-041-T05, TARIFF:** Citizens  
Telecommunications Company of Utah d/b/a Frontier Communications of  
Utah filing to introduce a new convenience fee for customers making  
payments through a company representative.

**ISSUE:**

Citizens submitted a filing dated December 12, 2016 to update its Tariff by introducing a new convenience fee for customers making payments through a company representative.

**RECOMMENDATION: Approve tariff filing.**

The DPU reviewed this filing and has no objection to Citizens introducing a new convenience fee for making payments through a company representative, since this type of fee does not affect basic rates and does not require a rate hearing. By establishing a convenience fee for this service, the company gives customers incentive to use other payment options which are free. The Division therefore recommends that this filing become effective January 22, 2017 as requested.

**CC:** R. Kirk Lee, Manager, Government & External Affairs, Citizens and Navajo Communications  
Justin Jetter, Assistant Attorney General, Utah Attorney General's Office  
Marialie Wright, Manager, Customer Service, Utah Division of Public Utilities