



GARY HEBERT
Governor
SPENCER J. COX
Lieutenant Governor

State of Utah
Department of Commerce
Division of Public Utilities

FRANCINE GIANI
Executive Director

CHRIS PARKER
Director, Division of Public Utilities

July 9, 2019

TO: PUBLIC SERVICE COMMISSION

FROM: DIVISION OF PUBLIC UTILITIES

Chris Parker, Director
Bill Duncan, Manager, Telecommunications and Water
Mark Long, Utility Analyst
Paul Hicken, Utility Technical Consultant

Re: Utah Docket No. 19-041-T03, TARIFF Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Introduce Vacation Get Away Service Available to Residential Exchange Access Service as well as Vertical Features, Bundles and Other Basic Services.

ISSUE:

Citizens Telecommunications Company of Utah dba Frontier Communications of Utah (Citizens) submitted a filing dated July 1, 2019 to introduce Vacation Get Away Service available to Residential Exchange Access Service. Vacation Get Away Service provides for temporary discontinuance of service at the customer's request without termination of service for a nonrecurring charge of \$39.99.

Citizens is also requesting the addition of a Convenience Fee. The Convenience Fee is a nonrecurring charge of \$4.50 that is added onto a customer's account if a customer makes a payment using a Company representative.

RECOMMENDATION: Approve tariff filing.

The DPU has reviewed this filing and has no objection to Citizens introducing the Vacation Get Away Service package and Convenience Fee to their existing tariff. The Division therefore recommends this filing become effective on or before August 1, 2019, as requested.

CC: Carl E. Erhart, Manager, Government & External Affairs, Citizens and Navajo Communications
Leslie Zink, Sr. Manager, Pricing & Tariffs, Frontier Communications
Justin Jetter, Assistant Attorney General, Utah Attorney General's Office
Marialie Wright, Manager, Customer Service, Utah Division of Public Utilities