



State of Utah  
Department of Commerce  
Division of Public Utilities

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August 21, 2012

**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: Docket No. 12-041-T05 Citizens Telecommunications Company of Utah (Citizens) d/b/a Frontier Communications of Utah filing to modify the language for Interruptions of Service to implement a new standard that eliminates mandatory credits.**

**ISSUE:**

Citizens is filing this docket to modify its tariff to change the language for Interruptions of Service to implement a new standard that eliminates mandatory customer credits.

This change appears in Schedule No. AC under Limitation of Liability.

**RECOMMENDATION: Approve Tariff Modification**

The Division has reviewed this modification for any rate increase to base rates that would require a rate hearing and has found none. The Division therefore recommends that the Commission approve this modification in Citizens' tariff and have it become effective September 15, 2012.

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