



State of Utah

Department of Commerce Division of Public Utilities

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Executive Director

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Action Request Response

To: Public Service Commission of Utah

From: Utah Division of Public Utilities

Chris Parker, Director

Brenda Salter, Utility Technical Consultant Supervisor

Paul Hicken, Technical Consultant

Date: May 19, 2020

Re: **Docket No. 20-041-T01, TARIFF** Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Grandfather Stay Connected Seasonal Offering.

Recommendation (Approve Tariff Sheets)

The Division of Public Utilities (DPU or Division) has reviewed the tariff filing and recommends the Public Service Commission (Commission) approve Citizens Telecommunications Company of Utah dba Frontier Communications of Utah (Citizens) request to grandfather the Stay Connected Seasonal Offering. The Division therefore recommends this filing become effective on or before June 8, 2020.

Issue

Citizens submitted Advice Letter UT-20-01 on May 7, 2020 with revised tariff sheets, with the purpose to grandfather the Stay Connected Seasonal Offering. This service offering is currently identified in rates and Citizen's request is to limit availability to existing subscribers at their existing locations as of June 8, 2020. On May 7, 2020, the Commission issued an Action Request for the Division to investigate the proposed changes and report its findings and recommendation

to the Commission by May 22, 2020. This memorandum represents the Division's response to the Commission's Action Request.

Background

The Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited service while they are away, a minimum of one month and up to nine months for a reduced rate. During this time the phone stays connected with minimal service such as 911 and 611 connections. Full service is restored when the customer returns or after nine months have elapsed.

Discussion

This type of service offering is convenient for customers and commonly available in areas where temporary phone service is desired such as vacation homes, summer dwellings, and other non-permanent residences. It allows customers to retain service at a minimal rate during off times and reactivate full service when they return without having to pay reconnection fees.

Conclusion

The Division has reviewed Citizen's filing and has no objection to the proposed changes. The Division therefore recommends the Commission approve this filing with the proposed effective date of June 8, 2020, 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