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Department of Commerce

Division of Public Utilities

CHRIS PARKER
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Director, Division of Public Utilities

Action Request Response

To: Public Service Commission of Utah
From: Utah Division of Public Utilities
Artie Powell, Director
Brenda Salter, Utility Technical Consultant Supervisor
Paul Hicken, Technical Consultant
Date: August 31, 2020
Re: **Docket No. 20-041-T03**, Citizens Telecommunications Company of Utah d/b/a
Frontier Communications of Utah's proposed tariff revisions.

Recommendation (Approve Tariff Sheets)

The Division of Public Utilities (DPU or Division) has reviewed the tariff filing and recommends the Public Service Commission (PSC or Commission) approve Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's (Citizens or Company) request to add Frontier Residential Unlimited Voice Service.

Issue

On August 18, 2020 the Company submitted to the Commission, Advice Letter UT-20-03 including revised tariff sheets, with the purpose to introduce Frontier Residential Unlimited Voice Service. The Commission issued an Action Request on the same day for the Division to investigate the proposed tariff changes and report its findings and recommendation. This memo represents the Division's response to the Commission's Action Request.

Background

Frontier Residential Unlimited Voice Service is a bundled services package available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of available features and services. The bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc.

Discussion

This bundled services offering is a convenient way for the Company to offer customers multiple features and services for one monthly price. Features and services such as Extended Area Service, Call Waiting, Caller ID, Voicemail, Call Rejection and others were previously offered individually and priced separately, but can now be bundled together for one package price. The bundle is available only where facilities are available and technically feasible. Customers may add or delete any features offered without a service order charge. The bundle is offered on a month-to-month basis and appears as a single line item on the bill. This proposed revision to the tariff will not affect the overall revenue picture of the company and no other rates are affected.

Conclusion

The Division has reviewed Citizen's filing and has no objection to the proposed changes. Therefore, the Division recommends the Commission approve this filing with the proposed effective date of September 20, 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