



Frontier Communications Northwest Inc.
1800 41st St., Suite N-100
Everett, WA 98203

June 6, 2017

Advice No. 3356

Mr. Steven King, Executive Director and Secretary
Washington Utilities and Transportation Commission
P. O. Box 47250
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

Dear Mr. King:

Frontier Communications Northwest Inc. submits Advice No. 3356, a tariff filing in the General and Local Exchange Tariff, WN U-17, Section 2.

The purpose of this filing is to increase the Late Payment Charge.

The Late Payment Charge is being adjusted to reflect current market conditions and to encourage customers to pay on time.

Attached are the proposed tariff sheets containing the increased rates and the supporting projected annual revenue analysis for those changes.

Customers are being notified 30 days prior to the rate increases. A copy of the bill message is included in this filing as Attachment A.

Frontier requests an effective date of July 14, 2017 for this tariff filing.

Pursuant to WAC 480-80-103(4) and WAC 480-80-104(8), I certify that I am authorized to make this filing on behalf of the company. If you have questions regarding this filing, please contact Cathy Dahlquist at (360) 367-9144.

Sincerely,

A handwritten signature in black ink that reads "Cathy Dahlquist". The signature is written in a cursive, flowing style.

Cathy Dahlquist
Manager, Government & External Affairs

CD: lms
Enclosures

W.U.T.C.
June 6, 2017
Advice No. 3356

Attachment A

General and Local Exchange Tariff, WN U-17

Section 2

2nd Revised Sheet 17

**FRONTIER COMMUNICATIONS NORTHWEST INC.
EVERETT, WASHINGTON**

NOTICE

Frontier Communications Northwest Inc. submits Advice No. 3356, a tariff filing in the General and Local Exchange Tariff, WN U-17, Section 2.

The purpose of this filing is to increase the Late Payment Charge.

The Late Payment Charge is being adjusted to reflect current market conditions and to encourage customers to pay on time.

The effective date for this tariff filing is July 14, 2017.

A copy of this tariff is available for public inspection at the following Frontier Plus store locations:

1402 SE Everett Mall Way
Everett
Everett Frontier Plus

18700 33rd Ave. West, Suite D
Lynnwood
Alderwood Frontier Plus

4916 W. Clearwater
Kennewick
Kennewick Frontier Plus

Posted at _____

by _____

Post in above store location.



Attachment A

BILL MESSAGE FOR LATE PAYMENT CHARGE RATE INCREASE

Residential

Effective with your next bill, the new applicable late payment fee will increase to \$9.00 or 1.0%, whichever is greater, for customers who subscribe to Voice, Internet, or TV. Please contact Customer Service with any questions at 800-921-8101.

Business

Effective with your next bill, the new applicable late payment fee will increase to \$9.00 or 1.5%, whichever is greater, for customers who subscribe to Voice, Internet, or TV. Please contact Customer Service with any questions at 800-921-8102.

Section 2
2nd Revised Sheet 17
Canceling
1st Revised Sheet 17

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

1. Establishment and Furnishing of Services (Continued)

h) Late Payment Charge

A late payment charge of 1 percent or \$9.00, (whichever is greater) for residential, on past due balances greater than \$2.00, or 1.5 percent or \$9.00, (whichever is greater) for business, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward.

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The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6). In the case of a certified medical emergency under this rule, the Company will waive the late payment charges for the length of time provided for in WAC 480-120-172(6)(c).

The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-161(2)(a). If payment is not made by the scheduled date, late payment charges shall apply.

When the customer contacts the Company to question certain charges made to the customer's billing, and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.

When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as disputed charges under WAC 480-120-172(12).