



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

March 13, 2018

VIA ELECTRONIC FILING

Mr. Steven King, Executive Director/Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
Olympia, WA 98504-7250

Received  
Records Management  
03/13/18 13:13  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

RE: Frontier Communications Northwest Inc. (Frontier) Notice Pursuant to WAC 480-120-083 of Discontinuance of Certain Operator Services in Washington

Dear Mr. King:

Frontier Communications Northwest Inc., provide notification to the Washington Utilities and Transportation Commission ("Commission") that it has discontinued its provision of two (2) operator services in the state. The specific operator services include, Busy Verification (BV) and Busy Interruption (BI), due to extremely low demand. The following is a more detailed description of each of these services:

- *Busy Verification - The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.*
- *Busy Interrupt - The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.*

Frontier has experienced a significant decrease in the demand for operator services over the years. Customers are taking advantage of new technologies and services to communicate, such as mobile calling, text messaging, instant messaging, social media, voicemail and email. Frontier does not have customers per say for these services as they are transactional in nature. Instead, Frontier has call volumes for these services for the 2017 calendar year which include all calls (interstate and intrastate) that provide this service in Washington. Total call volume – interstate and intrastate – for Frontier for calendar year 2017 is: BV (45) and BI (19).

In April, 2018, Frontier will file with the Federal Communications Commission ("FCC") an application seeking authorization, pursuant to 47 U.S.C §214(a) and 47 C.F.R. §63.71 to discontinue the two operator services referenced above. As explained in that filing, the demand for operator services has decreased dramatically. Frontier will discontinue the two operator services listed in the FCC application on June 1, 2018 for consumer and business retail customers.

Frontier recently discovered that it inadvertently did not file a separate notice with the Commission as required by WAC 480-120-083(2)(a). Frontier apologizes for this oversight and has implemented process improvements to avoid this error in the future. The following paragraphs discuss the information required by WAC 480-120-083.

WAC 480-120-083(2)(c) requires notice to be provided to customers at least 30 days in advance. Frontier provided notice of the discontinuance of this service in each customer's bill beginning January 1, 2018 through March 1, 2018. Examples of the notice included in customers' bills is provided as Attachment A. In addition, Frontier posted copies of its customer notifications on several locations on its websites. Further, beginning on June 1, 2018, when a Frontier customer used one of the impacted operator services, a Frontier operator informed the customer of the proposed discontinuance, and provided a phone number where the customer could obtain additional information.

Frontier did not need to send the other notices required in subsection (2) as they are not applicable to the operator services that were discontinued. Subsection 2(b) deals with 911 service, and does not apply to this service. Subsection 2(d) and (e) also do not apply to Frontier's discontinuance of operator services. Subsection 2(f) requires notice to the numbering administrator; however, no numbers are to be returned with the discontinuance of this service.

Subsection (3) requires that the notice to the Commission contain certain information. In compliance with that section, Frontier provides the following. The two operator services discussed above were provided by Frontier. These services, both intrastate and interstate, will be discontinued in Washington on June 1, 2018. Information regarding the number of customers for each service is described above. These services were previously available to any Frontier customer in Washington on a non-subscription or transaction basis.

Frontier again apologizes for not providing this notice to the Commission prior to the discontinuance of the two operator services discussed above. Nevertheless, customers received prior notification of the discontinuance.

If you have questions regarding this filing, please contact Cathy Dahlquist at (360) 367-9144.  
Sincerely,



Cathy Dahlquist  
Manager, Government & External Affairs

CD: lms

## Exhibit A

### Examples of Bill Message and Customer Notice

Frontier Retail Bill Message  
BV/BI Discontinuance

Frontier has been providing local customers with Busy Line Verification and Busy Line Interrupt. Effective June 1, 2018 Busy Verification Services & Busy Line Interrupt Services will be discontinued.

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PSAP Customer Notice  
BV/BI Discontinuance



April 1, 2018

Customer Name Address  
City, State ZIP

Dear <Customer Name>,

At Frontier, we are committed to providing great quality and value as well as state-of-the-art service to our customers. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Occasionally, our evaluation leads us to make changes to some of our offers. As a result, we are discontinuing operator service features Busy Verification (BV) and Busy Interrupt (BI). **Please note that this discontinuance is for the BV and BI features only and does not include all operator services.**

New technologies, new products and services, and changing customer demand have rendered Busy Verification services unreliable and obsolete. Busy Verification and Busy Interrupt do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier will file a petition by April 1, 2018 with the Federal Communication Commission to discontinue offering these services. Frontier plans to discontinue Busy Verification and Busy Interrupt effective June 1, 2018.

If you have any questions, please contact your Account Manager, Pamela Snyder at (916) 714-2107 or Customer Service at the telephone number printed on your bill. Thank you for choosing Frontier for your communication needs--we value you as our customer.



Date of Bulletin: February 20, 2018  
Notice #: CCBFTR01xxx  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Busy Verification (BV) and Busy Interrupt (BI) Discontinued  
Date Effective: June 1, 2018

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Frontier Communications is providing notification of its plan to discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI). The BV and BI features allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the "0" operator.

New technologies, new products and services, and changing customer demand have rendered BV and BI features unreliable and obsolete. BV and BI do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier plans to discontinue BV and BI features effective June 1, 2018. Once the BV and BI features are discontinued, these features will no longer be available to the ILECs, CLECs and IXCs that utilize Frontier's trunking services enabling BV/BI.

Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.

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