

WN U-17
FRONTIER COMMUNICATIONS NORTHWEST INC.

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).

Advice No. 3356

Issued: June 6, 2017
Issued by Frontier Communications Northwest Inc.
By Allison Ellis, Senior Vice President of Regulatory Affairs

Effective: July 14, 2017