



May 26, 2017

Dan Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101-2147

Re: Frontier Communications of Minnesota
Introduce charge for paper bills

Dear Mr. Wolf:

As part of Frontier's commitment to go green and help customers manage their bills, Frontier is instituting a charge for paper bills for customers of the Frontier Digital Phone Bronze product. Frontier intends to monitor customer reaction and response to this action. Further actions related to Frontier's efforts to "go green" will be informed by the reactions to this action. The following bill message will be sent to all customers impacted by this change:

As part of its commitment to go green and help make it easier for you to manage your account, Frontier is going paperless. Beginning on your next bill, there will be a \$1 charge to receive a paper bill. Enroll in paperless billing today at frontier.com/gopaperless and view your bill electronically anytime at no charge. Questions? Customer service can help.

If you have any questions, please call Jessica Tierney at 585-777-3635

Sincerely,

A handwritten signature in black ink that reads "Scott Bohler". The signature is written in a cursive, slightly slanted style.

Scott Bohler
Regulatory Manager--Minnesota

Enclosures

**TARIFF NO. 2
FLEXIBLY PRICED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 6
Third Revised Sheet 64
Cancels Second Revised Sheet 64**

BUNDLED SERVICES

6.8 Frontier Digital Phone Bronze*+ (Continued)

6.8.3 Bill Payment

Frontier customers have the option of receiving their bills via mail or online through Frontier's online payment portal.

- a. Frontier's online payment portal enables customers to view their bills, including prior bills, check payment history, and make payments of their telephone bills online through Frontier.com or the MyFrontier Mobile app.
- b. Regulations
 - i. Online bill delivery is a discretionary Service.
 - ii. Customers opting for online bill delivery will receive an email reminder when their bill is available.
 - iii. If the customer opts to receive only an electronic bill and not a paper bill, the monthly recurring charge for bill delivery will be waived.

6.8.4 Rates and Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Frontier Digital Phone Essentials is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$24.99
Digital Phone Enhanced Feature Pack	\$3.99

- c. Bill Delivery

	<u>Monthly Rate</u>
Electronic Bill	No Charge
Paper Bill	\$1.00

*This service offering is limited to existing subscribers of the service at their existing locations.
+ This bundle previously was called Frontier Digital Phone Essentials.

ISSUED: May 26, 2017

EFFECTIVE: June 26, 2017

BY: Jack D. Phillips