



21 West Ave., Spencerport, NY 14559  
[Frontier.com](http://Frontier.com)

November 25, 2024

Advice Letter No. NCC-24-01

Mr. Gary Widerburg  
Commission Administrator  
Public Service Commission of Utah  
Heber M. Wells Building  
160 East 300 South,  
Salt Lake City, Utah 84111

**RE: Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company – Grandfather Residential Bundles**

Dear Mr. Widerburg:

Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company hereby submits an electronic filing of revised tariff sheets, Exhibit A and a redline version of proposed tariff sheets, Exhibit B as required by Utah Administrative Code R746-405-2(D)(6).

The purpose of this filing is to grandfather residential bundles.

It is respectfully requested that this filing become effective on January 1, 2025.

The proposed tariff revisions do not constitute a violation of state law or PSC rule pursuant to Utah Administrative Code R746-405-2(D)(3)(g). We conclude, without prejudice to dissimilar conclusions in future filings, that in this instance these deficiencies are not material enough to be a basis to suspend or deny the tariff.

Please direct any questions or notifications of action taken on this filing to Leslie Zink at (585) 777-4717, or [Leslie.Zink@ftr.com](mailto:Leslie.Zink@ftr.com).

Sincerely,

Leslie Zink  
Sr. Manager, Pricing & Tariffs

LZ: ls  
Enclosures

## CERTIFICATE OF SERVICE

I hereby certify that on this 25th day of November 2024, a true copy of the foregoing filing was sent via email to the following:

Gary Widerburg, PSC of Utah

[psc@utah.gov](mailto:psc@utah.gov)

Respectfully submitted,



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Leslie Zink  
Sr. Manager, Pricing & Tariffs  
Frontier Communications  
21 West Ave.  
Spencerport, NY 14559  
585-777-4717  
[Leslie.Zink@ftr.com](mailto:Leslie.Zink@ftr.com)

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)** – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line  
Unlimited Extended Area Service

Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

\*66 Busy Number Redial  
\*69 Call Return  
Anonymous Call Block/Rejection  
Basic Call Forward  
Selective Call Forward

Speed Call 30  
Distinctive Ring  
3 Way Calling  
Call Forward Busy/No Answer  
Priority Call

**II. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price Listed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)** – Grandfathered as of January 1, 2025 (C)

**II. CONDITIONS (Continued)**

- K. Call detail for Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- M. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 8. The Federal Subscriber Line Charge is included in the monthly rate.
  - 9. All applicable taxes and surcharges apply.

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

**II. CONDITIONS**

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** (Continued) – Grandfathered as of January 1, 2025

(C)  
(C)

**II. CONDITIONS** (Continued)

- J. Call detail for Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- L. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer’s line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.
  - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 9. All other applicable taxes and surcharges apply.

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

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**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered as of January 1, 2025**

(C)

**I. GENERAL**

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line  
Call Waiting/Caller ID  
Caller ID Name & Number  
Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Call Forward Variable or Fixed
*66 Busy Number Redial	Speed Call 8 <sup>1</sup> or 30
*69 Call Return	Selective Call Rejection
Anonymous Call Rejection	Priority Call

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE ESSENTIALS (Continued) – Grandfathered as of January 1, 2025**

(C)

**II. SPECIAL CONDITIONS (Continued)**

- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 8. The Federal Subscriber Line Charge is included in the monthly rate.
  - 9. All applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.



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**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE ESSENTIALS (Continued)** – Grandfathered as of January 1, 2025

(C)

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

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**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Caller ID
Unlimited Extended Area Service	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69Call Return
Caller ID Name & Number	Call Waiting/Cancel Call Waiting

Feature Package

Call Forward Variable or Fixed	3 Way Calling
Priority Call	Speed Call 30-Code
Selective Call Rejection	Anonymous Call Rejection

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month.
- G. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued) – Grandfathered as of January 1, 2025

(C)

**II. SPECIAL CONDITIONS** (Continued)

- H. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  5. The cost of the service includes the Subscriber Line Charge.
  6. This service does not change any other terms and conditions of the product.
  7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  8. The Federal Subscriber Line Charge is included in the monthly rate.
  9. All applicable taxes and surcharges apply.

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

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**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines  
\*66 Busy Number Redial  
Caller ID Name & Number  
\*69 Call Return

Call Waiting/Cancel Call Waiting  
Call Waiting/Caller ID  
Speed Call 8<sup>1</sup>

Feature Package

Call Forward Variable or Fixed  
Anonymous Call Rejection  
Selective Call Rejection

3 Way Calling  
Priority Call

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Continued) – Grandfathered as of January 1, 2025

(C)

**II. SPECIAL CONDITIONS** (Continued)

- I. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  5. The cost of the service includes the Subscriber Line Charge.
  6. This service does not change any other terms and conditions of the product.
  7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  8. The Federal Subscriber Line Charge is included in the monthly rate.
  9. All applicable taxes and surcharges apply.

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- D. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.