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October 1, 2019
Via Web Filing

Ms. Tonawa Troupe, Acting Secretary
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215

RE: Windstream Western Reserve, Inc.
In the matter of the Application to Revise the General Exchange Services Tariff
PUCO Tariff No. 9 – Case Number: 19-1850-ATA

Dear Ms. Troupe:

Enclosed for filing please the above referenced tariff filing submitted on behalf of Windstream Western Reserve, Inc. This filing introduces a Convenience Fee for business Customers making a one-time recurring payment using a credit card. Customers were notified of this change via the enclosed bill message. The Company respectfully requests an effective date for this filing of November 1, 2019.

The following tariff page is included with this filing:

Section 2 – 1st Revised Sheet No. 10 Introduces Convenience Fee

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant

tms: OHilec1902

Enclosures
ST/im

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS FILING FORM

(Effective: 10-11-2017)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in any way.

In the Matter of the Application of Windstream Western Reserve, Inc.) TRF Docket No. 90 -
) Case No. 19 - 1850 - **TP - ATA**
to revise its General Exchange Services Tariff PUCO Tariff No. 9)
) **NOTE: Unless you have reserved a Case #, leave the**
) **"Case No" fields BLANK.**

Name of Registrant(s) Windstream Western Reserve, Inc.
DBA(s) of Registrant(s) N/A
Address of Registrant(s) 4001 Rodney Parham Road, Little Rock, AR 72212
Company Web Address www.windstream.com
Regulatory Contact Person(s) Tim Loken, Director Regulatory Compliance Phone 501-748-7442 Fax _____
Regulatory Contact Person's Email Address 4001 Rodney Parham Road, Little Rock, AR 72212
Contact Person for Annual Report Tim Loken, Director Regulatory Compliance Phone _____
Address (if different from above) _____
Consumer Contact Information Katherine Hoagland Phone 585-340-2709
Address (if different from above) _____

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

Notes:

Section I and II are Pursuant to Ohio Administrative Code 4901:1-6.

Section III – Carrier to Carrier is Pursuant to Ohio Adm.Code 4901:1-7, and Wireless is Pursuant to Ohio Adm.Code 4901:1-6-24.

Section IV – Attestation.

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Adm.Code Chapter 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the PUCO may be obtained from the PUCO's website at www.PUCO.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the PUCO.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

All filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits:

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s).
B	The tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section I – Part I - Common Filings

Carrier Type <input type="checkbox"/> Other (explain below)	For Profit ILEC	Not For Profit ILEC	CLEC
Change terms & conditions of existing BLES	<input checked="" type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)
Revisions to BLES Cap	<input type="checkbox"/> ZTA <u>1-6-14(F)</u> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> TRF <u>1-6-14(F)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(F)(4)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(G)</u> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> BLS <u>1-6-14(C)(1)(c)</u> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> TRF <u>1-6-08(G)(0 day)</u>
BLES withdrawal			<input type="checkbox"/> ZTA <u>1-6-25(B)</u> (0 day Notice)
Other* (explain)			

Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-7 OAC

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent:				

Section I – Part III –IOS Offerings Pursuant to Chapter 4901:1-6-22 OAC

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section II – Part I – Carrier Certification - Pursuant to Chapter 4901:1-6-08, 09 & 10 OAC

Certification	ILEC (Out of territory)	CLEC	Telecommunications Service Provider Not Offering Local	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30- day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-10</u> (Auto 30 day)	<input type="checkbox"/> UNC <u>1-6-09</u> * (Non-Auto)

*Supplemental Certification forms can be found on the PUCO webpage.

Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Telecommunications Service Provider Not Offering Local
Abandon all Services		<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)	<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)

*Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-29 Filing Requirements on the PUCO's webpage for a complete list of exhibits.

Section III – Carrier to Carrier (Pursuant to 4901:1-7), and Wireless (Pursuant to 4901:1-6-24)

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 days)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04 or 05</u> (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights- of-Way. (13-579-AU-ORD 11/30/16 Entry)	<input type="checkbox"/> ATA <u>1-3-04</u> (Auto 60 days)	
Wireless Providers See <u>4901:1-6-24</u>	<input type="checkbox"/> RCC [Registration & Change in Operations] (0 day)	<input type="checkbox"/> NAG [Interconnection Agreement or Amendment] (Auto 90 days)

Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT *Compliance with Commission Rules*

I am an officer/agent of the applicant corporation, Windstream Western ☒, and am authorized to make this statement on its behalf.
Iris Mennens
(Name)

Please check ALL that apply:

☒ I attest that these tariffs comply with all applicable rules for the State of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the State of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the State of Ohio.

☒ I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Ohio Adm.Code 4901:1-6-7.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on
(Date)

October 1, 2019 at (Location) Mail Land Florida

*Signature and
Title

Iris Mennens

Date

10/1/2019

**This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

VERIFICATION

I, , verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*Signature and
Title

Iris Mennens

Date

10/1/2019

**Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

File document electronically as directed in case number 06-900-AU-WVR
or

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793

Exhibit A

Tariff Pages in Effect Prior to Revision

GENERAL EXCHANGE TARIFF
P.U.C.O. NO. 9

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Payment for Service (Continued)

- F. Current bills are due upon receipt and are payable at the Company's address as stated on the bill or at any agency duly authorized to receive such payments.
- G. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- H. Should any or all service be suspended for nonpayment of charges, it will be restored only as provided under Section S3.2; "Reconnect Charge" of this tariff.
- I. When service has been permanently disconnected as the result of nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.

S2.4.3 Allowance for Interruptions

The Company will comply with the rules regarding interruption of service, set forth in O.A.C. 4901:1-6-12.

S2.4.4 Late Payment Charges

A. Residential Late Payment Charges

A late payment charge will be applied to residential customer bills which remain unpaid after the due date. This charge will be the greater of either \$5.00, or an amount that equals 1.5% of the unpaid charges which are past due; except that the charge is not applicable as specified in S2.4.4.C below or until the amount past due exceeds \$25.00.

Each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer.

B. Non-Residential Late Payment Charges

A late payment charge will be applied to non-residential customer bills which remain unpaid after the due date. This charge will be the greater of either \$10.00, or an amount that equals 1.5% of all unpaid charges which are past due; except that the charge is not applicable as specified in S2.4.4.C below or until the amount past due exceeds \$10.00.

Exhibit B

Tariff Page Reflecting Proposed Change

GENERAL EXCHANGE TARIFF
P.U.C.O. NO. 9

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Payment for Service (Continued)

- F. Current bills are due upon receipt and are payable at the Company's address as stated on the bill or at any agency duly authorized to receive such payments.
- G. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- H. Should any or all service be suspended for nonpayment of charges, it will be restored only as provided under Section S3.2; "Reconnect Charge" of this tariff.
- I. When service has been permanently disconnected as the result of nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.

S2.4.3 Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential Customers or to business Customers that make payment using their financial institution's bill payment service, Customers with negotiated contracts that do not allow the assessment of this fee, or Customers without a computer. This fee will be assessed at the point of payment and will not appear on the Customer's invoice.

(N)
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|
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(N)

S2.4.3 Allowance for Interruptions

The Company will comply with the rules regarding interruption of service, set forth in O.A.C. 4901:1-6-12.

S2.4.4 Late Payment Charges

A. Residential Late Payment Charges

A late payment charge will be applied to residential customer bills which remain unpaid after the due date. This charge will be the greater of either \$5.00, or an amount that equals 1.5% of the unpaid charges which are past due; except that the charge is not applicable as specified in S2.4.4.C below or until the amount past due exceeds \$25.00.

Each residential customer shall be permitted a one-time waiver of a late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer.

B. Non-Residential Late Payment Charges

A late payment charge will be applied to non-residential customer bills which remain unpaid after the due date. This charge will be the greater of either \$10.00, or an amount that equals 1.5% of all unpaid charges which are past due; except that the charge is not applicable as specified in S2.4.4.C below or until the amount past due exceeds \$10.00.

Exhibit C

Description of Change

This filing introduces a Convenience Fee for business Customers making a one-time recurring payment using a credit card. Customers were notified of this change via the enclosed bill message.

Exhibit D

Customer Notice

Customers were notified of this change via a bill message to read as follows:

Bill Message

Starting Nov. 1, a Convenience Fee will be assessed on credit/debit card transactions. A fee discount is offered on cash payments (ACH or check). To avoid the convenience fee, login to your online account to update payment information to your bank account or contact us at 877-235-8552.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/1/2019 5:27:47 PM

in

Case No(s). 19-1850-TP-ATA

Summary: Tariff Application to Revise Tariff No. 9 electronically filed by Ms. Iris D. Mennens on behalf of Windstream Western Reserve, Inc.