

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 1 – Preface and Table of Contents

Original Sheet 1

SECTION 1 – Title Sheet and Symbols

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## TITLE SHEET

Regulations, Rates and Charges for the provision of the following Unregulated Services:

- Local Telephone Exchange Services
  - Applying in the Exchanges of Frontier Communications of Michigan, Inc.
  
- Auxiliary Services
  - Applying in the Exchanges of Frontier Communications of Michigan, Inc.
  
- Bundled Services
  - Applying in the Exchanges of Frontier Communications of Michigan, Inc.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 1 – Preface and Table of Contents  
SECTION 1 – Title Sheet and Symbols

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Original Sheet 2

## EXPLANATION OF GUIDEBOOK CHANGE SYMBOLS

<u>SYMBOL</u>	<u>EXPLANATION</u>
(C)	Signified a changed term/condition, or a change in text
(D)	Signifies a discontinued rate, treatment or term/condition
(I)	Signifies an increased rate, or new treatment resulting in an increased rate
(M)	Signified moved material
(N)	Signified a new rate, treatment or term/condition
(R)	Signified a reduced rate, or new treatment resulting in a reduced rat

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 1 – Preface and Table of Contents

Original Sheet 1

SECTION 2 – Table of Contents

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1<sup>st</sup> Revised Sheet 2  
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Effective: July 27, 2021

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(N)

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- Section 1: Custom Calling Services

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**1. GENERAL**

**A. APPLICATIONS OF REGULATIONS**

1. The provision contained in these Regulations apply to unregulated Intrastate services and facilities furnished in Michigan by Frontier Communications of Michigan, Inc. hereinafter referred to as the Company. Failure on the part of the subscribers to observe these regulations and rules of the Telephone Company, after due notice of such failure, automatically give the Company the privilege to discontinue the furnishing of service.
2. Rules and Regulations relating to deposits, billing and payments are in addition to rules specified elsewhere in this Guidebook or in the company's tariff.
3. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.
4. Should any rate in this Guidebook conflict with rules or regulations set by the Michigan Public Service Commission or the Federal Communications Commission, the rules and regulations established by the Commission will take precedence.

**B. UNDERTAKING OF THE COMPANY**

1. The Company does not transmit messages, but offers the use of its facilities for communications between customers.
2. The Calling party is required to establish the calling party's identity to the satisfaction of the called party. The called party has the right to terminate any call at any point. The calling party is requested to disconnect any call immediately when the called party indicates the call should be discontinued.
3. Agencies advising of emergency situations are excluded from this requirement.

**C. LIABILITY OF THE COMPANY**

The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

**1. GENERAL (cont'd)**

**C. LIABILITY OF THE COMPANY (cont'd)**

2. The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's service, unless such defacement or damage is the result of the sole negligence of the Telephone Company.
3. The Company shall not be liable for the loss or damage, delay, or failure in performance of any of the services or facilities furnished by the Company from causes beyond the Company's control.
4. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors or omissions from its directories, nor for the result of the publications of such errors in the directory, nor will the Telephone Company be a party to controversies arising between customers or others as a result of listings published in its directories.

In cases of error or omission of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listings during the period which the error or omission continues.

5. If service is interrupted for more than twenty-four (24) hours, other than by negligence or willful act of the customer, after notice to the Telephone Company, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues upon notice and demand to the Company. No other liability shall in any case attach to the Company on account of interruptions of service. Refund will be made on a base rate of 1/30 of the monthly rate for each twenty-four (24) hours or fraction thereof that the service interruption continues.
6. All expenses of ordinary maintenance and repair is borne by the Telephone Company. In case of loss of, damage to, or destruction of any of the Company's equipment, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the customer. Customers may not rearrange, disconnect, or remove any apparatus or wiring installed by the Telephone Company, except upon consent of the Telephone Company.
7. The telephone company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the telephone company, use or permit to be used, foul, abusive, obscene, or profane language; or impersonate or permit others to impersonate any other individual with fraudulent or malicious intent or to repeatedly annoy or offend another.

**2. PROVISION, OWNERSHIP AND MAINTENANCE OF FACILITIES**

**A. PROVISION OF SERVICES BY COMPANY**

If the service of another customer or the manner of use of a service or facility affects injuriously the efficiency of the general telephone system or circuit, the Telephone Company may deny service to the offending customer until arrangements can be made to discontinue the injurious use of the facility.

**B. TELEPHONE NUMBERS**

The customer has no property right in the telephone number and the Telephone Company may change the telephone number whenever exigencies of the business so require.

**C. CHANGES AND RELOCATION OF FACILITIES**

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

**D. AVAILABILITY OF FACILITIES**

1. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable right and facilities without unreasonable expense, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service. If the company is unable to secure the necessary information from the owner of the property there is no obligation to furnish service.
2. Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

**E. TERMINATION OR RE-ORINATION OF CALLS RECEIVED OVER A DATA SERVICE**

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's state and federal access tariffs.

**2. PROVISION, OWNERSHIP AND MAINTENANCE OF FACILITIES (cont'd)**

**F. OWNERSHIP AND USE OF EQUIPMENT AND REALE OF SERVICE**

Equipment, and lines furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and lines. Such equipment and lines are not to be used for performing any part of the work of transmitting, delivering, or collection of any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

**G. TAMPERING WITH EQUIPMENT**

The telephone company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the telephone company which shows any evidence whatsoever of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

**H. GOVERNMENTAL OBJECTIONS TO SERVICE**

Whenever the judge of any court or record having jurisdiction over criminal offenses, the Attorney General of Michigan, or the United States Attorney in and for any federal judicial district in Michigan, or the Prosecuting Attorney, shall represent in writing to the Telephone Company that he has probable cause to believe that the service furnished at a designated location is being used in furtherance of the commission of specified criminal offense, and in such writing shall request that such service be discontinued, it shall be, and with like effect as to both the Telephone Company and the customer as though the latter had of his own volition directed that the same be done.

**I. EXISTING SERVICES NO LONGER OFFERED FOR NEW INSTALLATIONS (GRANDFATHERING)**

1. Certain service offerings that have been discontinued to new customer or at new locations, are continued in service for specific customer who have them at the time of their discontinuance.
2. The rates for grandfathered services are subject to change in the same manner and to the same extent as regular service offerings. No new or additional services that are grandfathered will be offered.
3. Grandfathered services listed in this guidebook are for informational purposes only.

**3. CONTRACTS FOR/ENDING SERVICE OR FACILITIES**

**A. APPLICATION FOR SERVICE**

1. Applications for service become contracts upon the establishment of service. Applicants for service may be required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service, the service charges nonrecurring charges, and installation charges applicable. Any change in rates, rules and regulations shall act as a modification of the contract.

**B. INITIAL CONTRACT PERIODS AND MINIMUM CHARGES**

1. Except as provided elsewhere in the guidebooks or tariffs of the Company for service offerings, the initial (or minimum) contract period for all services and facilities is one month at the same location.
2. The Telephone Company may require a contract period longer than one month at the same location in connection with (special non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra costs.

**C. TERMINATION OF SERVICE**

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

In the case of service for which the initial contract period is one month, the charges due shall be for one month.

In the case of services for which the initial contract period is longer than one month, the termination charge will be as set forth in the tariff or guidebook for that specific service offering or as specified in the contract with the customer.

**D. CANCELLATION OF SERVICE**

1. Under the following conditions, the Company, without incurring liability, may discontinue service or terminate a contract five (5) days after furnishing a notice by depositing in the mail a letter addressed to the customer or his agent.

In the event the customer neglects or refuses to comply with the rules and regulations of the Telephone Company, including those pertaining to payment for service, and the said violation is not otherwise provided for.

**3. CONTRACTS FOR/ENDING SERVICE OR FACILITIES (cont'd)**

**D. CANCELLATION OF SERVICE (cont'd)**

1. (cont'd)

Upon the use of a service or facility for the purpose of reselling the service or performing a service in competition with any service offered by the Telephone Company.

When the manner of use of the service by a customer differs from that contemplated for the class or grade of service contracted for, and upon notice, the customer fails or refuses to contract for a proper class or grade of service.

2. Under the following conditions, discontinuance of service may be made by the Telephone Company without previous notice to the customer and without incurring any liability.

In the event of the use of profane or indecent language over the facilities.

In the case of abandonment of the station or the facilities, or the premises upon which they are installed.

If the use of the service or facility by the customer, or the manner of such use, or the failure to contract for adequate facilities, or the attachment of any unauthorized instrument or device to the Telephone Company's lines or facilities, affects injuriously the efficiency of the general plant or services.

If a service or facility is used in a manner which substantially impairs the service of a particular customer.

Upon written request by a law enforcement official having jurisdiction as provided elsewhere in this Guidebook.

**4. PAYMENTS, DEPOSITS, ADJUSTMENT AND CREDITS**

**A. PAYMENT PERIOD**

1. Unless otherwise provided, the customer shall, when billed, pay monthly in advance for local exchange services and facilities. For other services and facilities, including service charges, nonrecurring charges, installation charges, additional message charges and toll charges, the customers shall pay when billed. The customer is responsible for all charges for service rendered at his telephone including charges for toll messages on which the charges have been reversed.
2. Charges and credits for a fractional part of a month shall be computed on the basis of a thirty-day month; the period of service to commence with the day following the establishment of service and to end at the close of the day the service is terminated.

**4. PAYMENTS, DEPOSITS, ADJUSTMENT AND CREDITS (cont'd)**

**B. INSTALLMENT BILLING**

Residential customers may elect to have their service activation fees associated with requests for new access line service and new calling features including packages and bundles, billed in monthly installments over either a three or six month period. When installment billing is requested, it will be applied subject to the following:

Installment billing may only be used by residence customers.

At the election of the customer, eligible charges will be billed in either three or six monthly installments.

Eligible charges consist of nonrecurring charges associated with a request for new access line service or a move of existing access line service within the Telephone Company's service area and nonrecurring charges for activation of calling features including packages and bundles.

Once installment billing has started, the customer will not be allowed to switch between the three and the six month installment billing options.

A customer may not pay a portion of the charges and then request installment billing for the remaining charges.

More than one installment plan may be in effect for the same customer at the same time.

If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.

Installment billing charges will continue even though an account is temporarily suspended.

No interest or carrying charges will be applied.

Should any installment payment become delinquent, tariffed late payment changes may apply.

If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
SECTION 1 – Regulations

1<sup>st</sup> Revised Sheet 8  
Effective: September 16, 2021

## 4. PAYMENTS, DEPOSITS, ADJUSTMENT AND CREDITS (cont'd)

### B. INSTALLMENT BILLING (cont'd)

Installment billing is available only to customers who are not known credit risks to the Telephone Company.

Installment billing of nonrecurring charges is not permitted in conjunction with a promotional offering that provides a discount or credit for nonrecurring charges.

Installment billing is not available for nonrecurring charges billed back to the customer as the result of the customer's termination of a service before the end of the service commitment period that was previously agreed to as a condition of acceptance of a promotional offer.

### C. DIGITAL BILLING

1. Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

2. Rates and Charges

	<u>Residential</u>	<u>Business</u>
Rate for Digital billing with Duplicate paper bill:	\$5.00	\$5.00

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### D. CUSTOMER'S RESPONSIBILITY

The customer is responsible for all charges originated at equipment contracted for by him and for messages received on which the charges have been reversed with the consent of the person answering the telephone and for other calls charged to his number with his consent.

Where a customer contracts for telephone service at two or more locations, each location is a separate contract. In case of nonpayment of charges, service may not be discontinued on such contracts as are paid up and in good standing. Contracts for directory advertising or other services not directly associated with the general telephone service offered by the utility are not enforceable by discontinuance or termination of telephone service.

**4. PAYMENTS, DEPOSITS, ADJUSTMENT AND CREDITS (cont'd)**

**E. BILLING ERROR ADJUSTMENTS**

1. Services under written contract

Adjustment of charges will be made when billing errors are brought to the attention of the Company. The adjustment (additional billing or refund) will be determined from records without regard to time period, except as provided in the Statute of Limitations. Refunds due the customer will be paid on any amounts for service supplied over one year from the date the billing inquiry was initiated.

2. All other services

All services supplied will be billed within one year. In the adjustment of charges because of errors in billing within one year from the date the billing inquiry was initiated, correction will be made in the full amount for that period of time.

No customer will be liable for net under billed service after one year, except when the service was obtained by the customer by fraud or deception. Correction of billing errors will be made for the period over one year from the date the billing inquiry was initiated to determine a net refund due the customer.

**F. LATE PAYMENT CHARGE**

A late payment charge applies when a customer's previous month's bill has not been paid in full, leaving an unpaid balance of \$20.00 or more. The late payment charge on the unpaid balance will be 1.5 percent or \$9.00 for residential customers and 1.5 percent or \$14.00 for commercial customers, whichever is greater. The late payment charge will be carried forward and is included in the total amount due on the current bill.

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(C)

If payment for a current bill is received by the Company before the late payment charge date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any late payment charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute. A late payment charge will not be added after a bill goes final.

**G. ADVANCE PAYMENT**

Applicants may be required to pay one month's exchange service, plus service connection charges and applicable installation charges and taxes before service is furnished by the Company.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
SECTION 1 – Regulations

1<sup>st</sup> Revised Sheet 10  
Cancels Original Sheet 10  
Effective: June 12, 2020

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## 4. PAYMENTS, DEPOSITS, ADJUSTMENT AND CREDITS (cont'd)

### H. DEPOSITS

#### 1. Establishment of Credit

The Telephone Company is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for the bill still resides at the address. The Telephone Company shall not require a cash deposit or other guarantee as a condition of obtaining basic local exchange service, unless the prospective customer refuses to produce identification that can be readily and inexpensively verified or if the prospective customer has a history of payment default within the past 60 months for telecommunications services.

#### 2. Amount of Deposits

If the applicant or customer fails to establish and maintain creditworthiness, the applicant may be required to pay a deposit. Such deposit shall not exceed one-sixth (1/6) of the estimated annual billings and shall be paid in full before installation or change of service. Such deposit may be subject to reevaluation by the Company at any time after service has been provided.

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(C)

#### 3. Deposit not to affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for nonpayment of any sum due the Telephone Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

#### 4. Discontinuance of Service for failure to Establish Credit

Service may be discontinued for failure to establish credit, as authorized above, within five days after the Company has served or mailed notice requiring the customer to do so.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
SECTION 2 – Promotions

8<sup>th</sup> Revised Sheet 1  
Cancels 7<sup>th</sup> Revised Sheet 1  
Effective: September 14, 2023

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## 1. GENERAL

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

(N)  
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(N)

### A. CURRENT PROMOTIONS

#### 1. OneVoice Nationwide Promotion

Beginning November 1, 2015 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 3/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

#### 2. OneVoice Nationwide Promotion

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

#### 3. OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 7/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
SECTION 2 – Promotions

3<sup>rd</sup> Revised Sheet 2  
Cancels 2<sup>nd</sup> Revised Sheet 2  
Effective: August 22, 2021

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## 1. GENERAL

### A. CURRENT PROMOTIONS (continued)

#### 4. Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/19/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

#### 5. Digital Phone

Beginning July 30, 2018 through October 19, 2018, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges Waived for the initial set up and a monthly rate of \$19.99 for two years.

#### 6. Digital Phone Unlimited

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

#### 7. Frontier OneVoice

Between August 22, 2021 and November 19, 2021, New fiber based Frontier OneVoice customers who purchase a qualifying broadband service will be give a \$29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

(N)

(N)

**1. FRONTIER CHOICES TIER BUNDLES – GRANDFATHERED\***

**A. GENERAL**

1. “Frontier Choices Tier Bundles” consists of several package offerings that give residential customers a combination of services and features. Frontier Choices Tier I bundle include one flat rate residential basic local service access line, a customer selected combination of local enhanced features plus an allowance for ten free Frontier Directory Assistance Service calls. Residential customers can take any combination of features for the same flat rate bundle package price. Non-regulated services are included in Tier I and are designated as such. Inclusion of non-regulated services is provided only for purpose of clarity and does not imply these services are subject to state regulatory authority.

**B. REGULATIONS**

1. Frontier Choices Tier Bundles packages are available only where technically feasible.
2. The Frontier Choices Tier Bundles package rate, including unregulated service and or equipment components selected by the customer, will appear as a single line item on the customer’s bill.
3. Components of the Frontier Choices Tier Bundles packages are based on the current rates for features and services. Future rate increases for regulated components may necessitate a corresponding change in the bundled rates. The Company may make future rate increases for unregulated components to the various bundled packages at any time.
4. The services and features are provided subject to their individual service regulations as specified in the applicable sections of the Company’s tariffs or guidebook.
5. Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.
6. Customers may add or delete any features offered in a bundled package without incurring a Service Order Charge.
7. Customers may switch between Tier packages without incurring a Service Order Charge.

\*This service offering is limited to existing subscribers of the service at their Existing locations.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
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1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2  
Effective: June 1, 2023

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## 1. FRONTIER CHOICES TIER BUNDLES – GRANDFATHERED\* (cont'd)

### B. REGULATIONS

8. This offering includes an allowance for ten free Frontier Directory Assistance Service calls per package offering per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package - not per line. Unused free Frontier Directory Assistance Service calls may not be carried-over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.
9. All federal End User Common Line (“EUCL”) charges will be billed separately and in addition to the Frontier Choices Tier I bundle package. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate. EAS additives that are separately billed in addition to basic local service rates will also be billed as EAS additives in addition to the package rate.

### C. FRONTIER CHOICES TIER BUNDLE FEATURES AND RATES

- |    |   |                |     |
|----|---|----------------|-----|
| 1. | Frontier Choices Tier I   | \$44.00/ month | (I) |
|    | <ul style="list-style-type: none"><li>• One Residential One-Party Basic Local Exchange Access Line</li><li>• Allowance for 10 Free Directory Assistance Service calls</li></ul> |                |     |

Non-regulated Components consists of:

- Call Forwarding or Enhanced Call Forwarding
- Call Waiting
- Cancel Call Waiting
- Distinctive Ring
- Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)
- Three-Way Calling
- Last Number Redial
- Automatic Call Return
- Caller ID Name
- Priority Call
- Special Call Acceptance
- Special Call Forwarding
- Select Call Rejection
- Internet Call Waiting

\*This service offering is limited to existing subscribers of the service at their Existing locations.

**1. FRONTIER CHOICES TIER BUNDLES – GRANDFATHERED\* (cont'd)**

**C. FRONTIER CHOICES TIER BUNDLE FEATURES AND RATES**

**2. Frontier Choices Tier Bundles Nonrecurring Credit**

A residential customer who first subscribes to a Frontier Choices Tier Bundles service concurrent with initially ordering basic local service or when moving to a new location within the company's service area will receive a one-time credit of \$10.00.

**3. One-Year Term Rate Plan**

Customers may subscribe to a Tier I Bundle under a one-year term contract, with a \$5 discount from the normal monthly charge.

Early termination liability charges shall apply if the customer cancels the Tier I Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.

The monthly rate with a one-year commitment will continue to apply to the Tier I bundle after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed in which case the normal monthly rate will apply on a month-to-month basis.

\*This service offering is limited to existing subscribers of the service at their Existing locations.

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1<sup>st</sup> Revised Sheet 4  
Cancels Original Sheet 4  
Effective: June 11, 2020

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## 2. FRONTIER DIGITAL PHONE SERVICE\*

### A. GENERAL

1. The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for purpose of clarity and does not imply that these services are subject to state authority.

- a. Features and Services

Call Forwarding Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Message Waiting Indication  
Frontier Communications of America's, Frontier Digital Phone Service  
Calling Plan (Federally Price listed)

- b. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle.

Automatic Redial  
Last Number/Call Return  
Three-Way Calling  
Speed Calling 8 or 30  
Call Forwarding All

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 2 – General Terms and Conditions  
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6<sup>th</sup> Revised Sheet 5  
Cancels 5<sup>th</sup> Revised Sheet 5  
Effective: June 1, 2023

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## 2. FRONTIER DIGITAL PHONE SERVICE\*

### B. REGULATIONS

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to their descriptions and regulations as specified elsewhere.
3. 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 rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

### C. RATES AND CHARGES

Monthly Rate	\$61.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	

Periodically, the Company may offer various “save Incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

**3. FRONTIER DIGITAL PHONE BRONZE\*+ - GRANDFATHERED**

**A. GENERAL**

1. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain federally price listed services. Listing of the federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

Residential Local Access Line

Caller ID – Name

Call Waiting

Cancel Call Waiting

Call Waiting ID

Touch Calling Service

Frontier Communications of America's, - Frontier Digital Phone Essentials Calling Plan (Federally Price listed)

2. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle.

Automatic Redial

Last Number/Call Return

Three-Way Calling

Speed Calling 8 or 30

Call Forwarding All

\* This service offering is limited to existing subscribers of the service at their existing locations.

+ This bundle previously was called Frontier Digital Phone Essentials.

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4<sup>th</sup> Revised Sheet 7  
Cancels 3<sup>rd</sup> Revised Sheet 7  
Effective: June 1, 2023

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## 3. FRONTIER DIGITAL PHONE BRONZE\*+ - GRANDFATHERED (cont'd)

### B. REGULATIONS

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundles are offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

### C. RATES AND CHARGES

Monthly Rate	\$26.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	

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

**4. FRONTIER DIGITAL BASIC BUNDLE\* - GRANDFATHERED**

**A. GENERAL**

1. Frontier Digital Basic Bundle is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forwarding Busy  
Call Forwarding No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Touch Calling Service

2. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle.

Automatic Redial  
Last Number/Call Return  
Three-Way Calling  
Speed Calling 8 or 30  
Call Forwarding All

**B. REGULATIONS**

1. The Frontier Digital Basic Bundle is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

\* This service offering is limited to existing subscribers of the service at their existing locations.

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4<sup>th</sup> Revised Sheet 9  
Cancels 3<sup>rd</sup> Revised Sheet 9  
Effective: June 1, 2023

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**4. FRONTIER DIGITAL BASIC BUNDLE\* - GRANDFATHERED (cont'd)**

**B. REGULATIONS**

6. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

**C. RATES AND CHARGES**

Monthly Rate	\$31.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	

\* This service offering is limited to existing subscribers of the service at their existing locations.

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1<sup>st</sup> Revised Sheet 10  
Cancels Original Sheet 10  
Effective: June 11, 2020

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## 5. FRONTIER DIGITAL PHONE PLUS SERVICE\*

(C)

### A. GENERAL

1. The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two residential local access lines, a combination of local features and non-regulated services. Customers may select any or all of the following features for a monthly charge.

- a. Features and Services

Two Residential Local Access Line  
Touch Calling Service  
Extended Area Service (where provided)  
Call Forwarding Busy and Call Forward No Answer  
Caller ID – Name  
Cancel Call Waiting/Call Waiting ID

- b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle.

Automatic Redial  
Last Number/Call Return  
Three-Way Calling  
Speed Calling 8 or 30  
Call Forwarding All

### B. REGULATIONS

1. The Frontier Digital Phone Plus service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)  
(N)

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6<sup>th</sup> Revised Sheet 11  
Cancels 5<sup>th</sup> Revised Sheet 11  
Effective: June 1, 2023

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## 5. FRONTIER DIGITAL PHONE PLUS SERVICE\* (cont'd)

### B. REGULATIONS

6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundle is offered on a one, two, or three, year term basis.
  - a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply
8. The bundle will appear as a single line item on the bill.
9. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.
10. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

### C. RATES AND CHARGES

	<u>Monthly Rate</u>	
Digital Phone Plus Service	\$61.99	(I)
Enhanced Feature Pack	\$6.49	

Periodically, the Company may offer various “save Incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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1<sup>st</sup> Revised Sheet 12  
Cancels Original Sheet 12  
Effective: June 11, 2020

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## 6. STAY CONNECTED SEASONAL SERVICE\*

(C)

### A. GENERAL

1. Stay Connected Seasonal Offering allows a customer to suspend their Digital Phone Service Bundle, Digital Phone Bronze, Frontier Digital Basic Bundle, Frontier Digital Phone Essentials 1 -2010, Frontier Unlimited State, Frontier Digital Phone X, Frontier Unlimited State X, Frontier Digital Phone 100, Frontier Digital Phone Plus Service, Frontier Digital State Unlimited with Essentials 1, Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 -2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited or Frontier Digital Phone Unlimited Plus while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

### B. REGULATIONS

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection 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. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal End User Common Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected was used.

### C. RATES AND CHARGES

	<u>Monthly Rate</u>
Stay Connected Seasonal Service	\$9.99

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)  
(N)

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3<sup>rd</sup> Revised Sheet 13  
Cancels 2<sup>nd</sup> Revised Sheet 13  
Effective: June 1, 2023

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## 7. FRONTIER DIGITAL PHONE 100\*

### A. GENERAL

1. Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and Speed Calling 8.

### B. REGULATIONS

1. The Frontier Digital Phone 100 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.
8. The following features are available at rates specified below:

Call Forward Variable	Call Waiting ID
Call Waiting	Caller ID Name
Three-Way Calling	Busy Redial
Speed Call 30	Call Return
Call Trace	

### C. RATES AND CHARGES

	<u>Monthly Rate</u>
Digital Phone 100	\$25.99 (I)
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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3<sup>rd</sup> Revised Sheet 14  
Cancels 2<sup>nd</sup> Revised Sheet 14  
Effective: June 1, 2023

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## 8. FRONTIER UNLIMITED STATE\*

### A. GENERAL

1. Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line and Call Waiting/Cancel Call Waiting.

### B. REGULATIONS

1. The Frontier Unlimited State is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.
8. The following features are available at rates specified below:

Call Forward Variable	Call Waiting ID
Call Waiting	Caller ID Name
Three-Way Calling	Busy Redial
Speed Call 30	Call Return
Call Trace	

### C. RATES AND CHARGES

	<u>Monthly Rate</u>
Frontier Unlimited State	\$30.99 (I)
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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1<sup>st</sup> Revised Sheet 15  
Cancels Original Sheet 15  
Effective: June 11, 2020

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## 9. FRONTIER DIGITAL PHONE X\*

(C)

### A. GENERAL

1. The Frontier Digital Phone X is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

#### Features and Services

Call Forwarding Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Speed Calling 8

2. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle.

Automatic Redial  
Last Number/Call Return  
Three-Way Calling  
Speed Calling 30  
Call Forwarding All

### B. REGULATIONS

1. The Frontier Digital Phone X is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)  
(N)

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5<sup>th</sup> Revised Sheet 16  
Cancels 4<sup>th</sup> Revised Sheet 16  
Effective: June 1, 2023

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**9. FRONTIER DIGITAL PHONE X\* (cont'd)**

**B. REGULATIONS**

7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

**C. RATES AND CHARGES**

	<u>Monthly Rate</u>	
Monthly Rate	\$31.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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3<sup>rd</sup> Revised Sheet 17  
Cancels 2<sup>nd</sup> Revised Sheet 17  
Effective: June 1, 2023

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## 10. FRONTIER UNLIMITED STATE X\*

### A. GENERAL

1. Frontier Unlimited State X is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Call Waiting/Cancel Call Waiting and Speed Calling 8.

### B. REGULATIONS

1. The Frontier Unlimited State X is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.
8. The following features are available at rates specified below:

Call Forward Variable	Call Waiting ID
Call Waiting	Caller ID Name
Three-Way Calling	Busy Redial
Speed Call 30	Call Return
Call Trace	

### C. RATES AND CHARGES

	<u>Monthly Rate</u>
Frontier Unlimited State	\$30.99 (I)
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

**11. FRONTIER DIGITAL PHONE ESSENTIAL 1 - 2010\* - GRANDFATHERED**

**A. GENERAL**

1. The Frontier Digital Phone Essentials 1 -2010 is a package offering available to residential customers that subscribe to flat rate residential one-party service and a combination of local features. Customers can take any of the following features.

Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Call ID Plus Name  
Call Forward – Variable  
Three-Way Calling  
Touch Tone

2. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle.

Call Forward Busy  
Call Forward Plus  
Caller ID Number  
Call Return  
Busy Redial  
Speed Calling 30  
Call Trace

**B. REGULATIONS**

1. The Frontier Digital Phone Essentials 1 – 2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.

\*This service is limited to existing customers at their existing locations.

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5<sup>th</sup> Revised Sheet 19  
Cancels 4<sup>th</sup> Revised Sheet 19  
Effective: June 1, 2023

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**11. FRONTIER DIGITAL PHONE ESSENTIAL 1 - 2010\* - GRANDFATHERED  
(cont'd)**

**C. RATES AND CHARGES**

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 1 – 2010	\$30.99	(I)
Unlimited Feature Pack	\$6.49	

\*This service is limited to existing customers at their existing locations.

**12. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1\* - GRANDFATHERED**

**A. GENERAL**

1. The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate residential one-party service and a combination of local features. Customers can take any of the following features.

Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Caller ID Plus Name  
Call Forwarding  
Three-Way Calling  
Touch Tone  
Busy Redial  
Call Return  
Speed Calling 8

2. Additional Features

The following features may be purchase in addition to the bundle at a special price as stated in the Rates section.

Speed Calling 30	Call Forward Plus
Call Trace	Anonymous Call Rejection
Anonymous Call Acceptance	

**B. REGULATIONS**

1. The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.

\*This service is limited to existing customers at their existing locations.

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2<sup>nd</sup> Revised Sheet 21  
Cancels 1<sup>st</sup> Revised Sheet 21  
Effective: June 1, 2023

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**12. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1\* -  
GRANDFATHERED (cont'd)**

**C. RATES AND CHARGES**

Frontier Digital State Unlimited with Essentials 1	\$35.99	(I)
Additional Features		
One Feature	\$6.49	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

\*This service is limited to existing customers at their existing locations.

**13. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 -2010\* - GRANDFATHERED**

**A. GENERAL**

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010 is a package offering is available to residential customers and includes one flat rate residential one-party service lines and a combination of local features. Customers can take any of the following features.

Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Call Forward Busy/No Answer (Variable)  
Three-Way Calling  
Touch Tone  
Busy Redial  
Call Return  
Speed Calling 8  
10 Free DA Calls

2. Enhanced Feature Pack

The following features may be purchase in addition to the bundle at a special price as stated in the Rates section.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

**B. REGULATIONS**

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

\*This service is limited to existing customers at their existing locations.

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5<sup>th</sup> Revised Sheet 23  
Cancels 4<sup>th</sup> Revised Sheet 23  
Effective: June 1, 2023

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**13. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 -2010\* - GRANDFATHERED (cont'd)**

**B. REGULATIONS**

- 5. The bundle is offered on a month-to-month basis.
- 6. The bundle will appear as a single line item on the bill.

**C. RATES AND CHARGES**

Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010	\$41.99	(I)
Enhanced Feature Pack	\$6.49	

\*This service is limited to existing customers at their existing locations.

**14. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 -2010\***

**A. GENERAL**

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010 is a package offering is available to residential customers and includes two flat rate residential one-party service lines and a combination of local features. Customers can take any of the following features. Features will be added to the first line.

Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Call Forward Busy/No Answer (Variable)  
Three-Way Calling  
Touch Tone  
Busy Redial  
Call Return  
Speed Calling 8  
10 Free DA Calls

2. Enhanced Feature Pack

The following features may be purchase in addition to the bundle at a special price as stated in the Rates section.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

**B. REGULATIONS**

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

\*This service is limited to existing customers at their existing locations.

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5<sup>th</sup> Revised Sheet 25  
Cancels 4<sup>th</sup> Revised Sheet 25  
Effective: June 1, 2023

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**14. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 -2010\* - GRANDFATHERED (cont'd)**

**B. REGULATIONS**

- 5. The bundle is offered on a month-to-month basis.
- 6. The bundle will appear as a single line item on the bill.

**C. RATES AND CHARGES**

Frontier Digital Phone Nationwide Unlimited Plus with

Essentials 1 – 2010	\$41.99	(I)
Enhanced Feature Pack	\$6.49	

\*This service is limited to existing customers at their existing locations.

**15. FRONTIER DIGITAL PHONE ESSENTIALS**

**A. GENERAL**

1. The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Flat Rate Access Line  
Extended Area Calling (Where applicable)  
Call Waiting/Cancel Call Waiting  
Caller ID Plus Name  
Touch Tone  
Call Waiting ID

2. Feature Package

Three Way Calling	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

**B. REGULATIONS**

1. The Frontier Digital Phone Essentials 1 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

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6<sup>th</sup> Revised Sheet 27  
Cancels 5<sup>th</sup> Revised Sheet 27  
Effective: March 1, 2023

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## 15. FRONTIER DIGITAL PHONE ESSENTIALS (cont'd)

### B. REGULATIONS

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
8. Customers may add or delete any features offered in the package without a service order charge.
9. No discounts will be given to subscribers that do not use all the features or have some features turned off.

### C. RATES AND CHARGES

Frontier Digital Phone Essentials	\$21.99	
Feature Package	\$6.49	(1)
Stay Connected Seasonal Offering*	\$9.99	

(1) Periodically, the Company may offer various “save Incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

**16. FRONTIER DIGITAL PHONE UNLIMITED**

**A. GENERAL**

1. The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer’s choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Call Waiting ID	
Caller ID - Name and Number	Call Waiting/Cancel Call Waiting

2. Feature Package

Call Waiting	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

**B. REGULATIONS**

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

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6<sup>th</sup> Revised Sheet 29  
Cancels 5<sup>th</sup> Revised Sheet 29  
Effective: March 1, 2023

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## 16. FRONTIER DIGITAL PHONE UNLIMITED (cont'd)

### B. REGULATIONS

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. Customers may add or delete any features offered in the package without a service order charge.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited do not apply.

### C. RATES AND CHARGES

Frontier Digital Phone Unlimited	\$21.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

**17. FRONTIER DIGITAL PHONE UNLIMITED PLUS**

**A. GENERAL**

1. The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer’s choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Call Waiting ID	
Caller ID - Name and Number	Call Waiting/Cancel Call Waiting

2. Feature Package

Call Waiting	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

**B. REGULATIONS**

1. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

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Cancels 4<sup>th</sup> Revised Sheet 31  
Effective: March 1, 2023

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**17. FRONTIER DIGITAL PHONE UNLIMITED PLUS (cont'd)**

**B. REGULATIONS**

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. Customers may add or delete any features offered in the package without a service order charge.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus do not apply.

**C. RATES AND CHARGES**

Frontier Digital Phone Unlimited Plus	\$21.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED**

**A. GENERAL**

1. FrontierWorks<sup>sm</sup> Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The business access line does not include Key lines or PBX lines or other business lines that are listed separately from the Business Single-Line Local Exchange Access Line.

A. Bundle 1

1. One Business Single-Line Local Exchange Access Line, including non-regulated Enhanced Call Forwarding.
2. Frontier® dial-up Internet Service (Non-regulated)
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

B. Bundle 2

1. One Business Single-Line Local Exchange Access Line, including non-regulated Enhanced Call Forwarding.
2. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
3. Frontier® DSL Max Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED  
(cont'd)**

**A. GENERAL**

1. (cont'd)

**C. Bundle 3**

1. Two Business Single-Line Local Exchange Access Lines, including non-regulated Enhanced Call Forwarding.
2. Frontier dial-up Internet Service (Non-regulated)
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

**D. Bundle 4**

1. Two Business Single-Line Local Exchange Access Lines, including non-regulated Enhanced Call Forwarding.
2. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service. (Federally Tariffed)
3. Frontier® DSL Max Internet Service (Non-regulated).
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

**E. Bundle 5**

1. Two Business Single-Line Local Exchange Access Lines, including non-regulated Enhanced Call Forwarding.

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* -GRANDFATHERED  
(cont'd)**

**A. GENERAL**

1. (cont'd)

E. Bundle 5 (cont'd)

2. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
3. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

F. Bundle 6

1. Two Business Single-Line Local Exchange Access Lines, including non-regulated Enhanced Call Forwarding.
2. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
3. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.(Federally Price-Listed)

G. Bundle 7

1. One Business Single Line Local Exchange Access Line, including non- regulated Enhanced Call Forwarding.

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED  
(cont'd)**

**A. GENERAL**

1. (cont'd)

H. Optional Services

The following non-regulated services may be added to any of the bundles above:

1. FrontierWorks<sup>sm</sup> Select5

Choice of five of the following:

Caller ID Name  
Call Forwarding  
Call Waiting  
Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)  
Three-Way Calling  
Busy Redial  
Call Return  
Rotary Hunting (Call Forward Busy cannot be used with Hunting)

2. FrontierWorks<sup>w</sup> Select5 #2

Choice of five of the following:

Caller ID Name  
Call Forwarding  
Call Waiting  
Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)  
Three-Way Calling  
Busy Redial  
Call Return  
Rotary Hunting (Call Forward Busy cannot be used with Hunting)

3. Citizens Conference on Demand (Non-regulated)

4. Citizens Webexchange (Non-regulated)

5. FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non regulated)

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED  
(cont'd)**

**B. REGULATIONS**

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one of more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
    - 1) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED  
(cont'd)**

**B. REGULATIONS**

2. (cont'd)

d. (cont'd)

- 2) The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
  - 3) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
  - 4) In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
3. The FrontierWorks<sup>sm</sup> Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
  4. The FrontierWorks<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> Small Business Solutions bundle.
  5. The bundle rate will appear as a single line item on the customer's bill.
  6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
  7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
  8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

\*This service is limited to existing customers at existing locations.

**18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED (cont'd)**

**C. RATES AND CHARGES**

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Company’s guidebook apply to the installation of access line components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.
4. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.
5. Rate Group 1 - applies to the Allen, Cambria, Camden, Concord, Frontier, Montgomery, North Adams, Osseo-Pittsford, Prattville, and Ransom exchanges:

		-----Term-----		
		One Year	Two Years	Three Years
a.	Bundle 1	\$50.00	\$48.00	\$44.00
b.	Bundle 2	\$76.00	\$72.00	\$68.00
c.	Bundle 3	\$76.00	\$72.00	\$68.00
d.	Bundle 4	\$102.00	\$96.00	\$90.00
e.	Bundle 5	\$128.00	\$116.00	\$108.00
f.	Bundle 6	\$200.00	\$180.00	\$162.00
g.	Bundle 7	\$18.38	\$17.30	\$16.22

\*This service is limited to existing customers at existing location

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## 18. FRONTIERWORKS SMALL BUSINESS SOLUTIONS\* - GRANDFATHERED (cont'd)

### C. RATES AND CHARGES

6. Rate Group 2 – applies to the Onsted exchange:

		-----Term-----		
		<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
a.	Bundle 1	\$50.00	\$48.00	\$44.00
b.	Bundle 2	\$76.00	\$72.00	\$68.00
c.	Bundle 3	\$76.00	\$72.00	\$68.00
d.	Bundle 4	\$102.00	\$96.00	\$92.00
e.	Bundle 5	\$128.00	\$116.00	\$108.00
f.	Bundle 6	\$200.00	\$180.00	\$162.00
g.	Bundle 7	\$18.48	\$17.39	\$16.31

7. Rate Group 3 – applies to the Brooklyn, Bundy Hill and Hanover – Horton exchanges:

		-----Term-----		
		<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
a.	Bundle 1	\$50.00	\$48.00	\$46.00
b.	Bundle 2	\$76.00	\$72.00	\$68.00
c.	Bundle 3	\$78.00	\$74.00	\$70.00
d.	Bundle 4	\$104.00	\$98.00	\$92.00
e.	Bundle 5	\$130.00	\$118.00	\$110.00
f.	Bundle 6	\$202.00	\$182.00	\$164.00
g.	Bundle 7	\$19.39	\$18.25	\$17.11

8. Optional Features to purchase with Bundle

	<u>Monthly Rate</u>
FrontierWorks <sup>sm</sup> Select5	\$ 9.95
FrontierWorks <sup>sm</sup> Select5 #2	\$ 12.95

\*This service is limited to existing customers at existing locations.

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2<sup>nd</sup> Revised Sheet 40  
Cancels 1<sup>st</sup> Revised Sheet 40  
Effective: July 26, 2019

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## 19. FRONTIER SMALL BUSINESS ADVANTAGE \* - GRANDFATHERED (C)

### A. GENERAL

1. Frontier Small Business Advantage is a package offering available to Business customers on Business lines. The package includes Two Business lines, Call Forward Variable, Call Transfer, Caller ID Name, Rotary Hunting, Three-Way Calling, and Abbreviated Dialing (where available).

#### Bundle 1

Two Business Lines  
Call Forwarding (Variable)  
Call Transfer  
Caller ID Name  
Rotary Hunting  
Three-Way Calling  
Abbreviated Dialing (where available)  
Three hundred minutes (300) of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

#### Bundle 2

Two Business Lines  
Call Forwarding (Variable)  
Call Transfer  
Caller ID Name  
Rotary Hunting  
Three -Way Calling  
Abbreviated Dialing (where available)  
Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

\* As of July 26, 2019, this service is limited to existing customers at existing locations. (N)

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1<sup>st</sup> Revised Sheet 41  
Cancels Original Sheet 41  
Effective: July 26, 2019

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## 19. FRONTIER SMALL BUSINESS ADVANTAGE \* - GRANDFATHERED (cont'd) (C)

### A. GENERAL

#### 1. (cont'd)

##### Bundle 3

Two Business Lines

Call Forward (Variable)

Call Transfer

Caller ID Name

Rotary Hunting

Three Way Calling

Abbreviated Dialing (where available)

Nine hundred minutes (900) of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

2. The following services may be added to the bundle and will be billed on a per feature basis.

##### Additional Features:

Busy Redial

Call Return

Call Forward Busy

Call Forward No Answer

Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)

Distinctive Ringing

Call Waiting/Cancel Call Waiting

### B. REGULATIONS

1. A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only on a two-year term contract.

If the rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.

The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

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1<sup>st</sup> Revised Sheet 42  
Cancels Original Sheet 42  
Effective: July 26, 2019

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## 19. FRONTIER SMALL BUSINESS ADVANTAGE \* - GRANDFATHERED (cont'd) (C)

### B. REGULATIONS

#### 2. (cont'd)

To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than \$500 for a two year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

3. The bundle rate will appear as a single line item on the customer's bill.
4. The bundle rate includes Touch Call Service.
5. All End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.
7. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

(N)

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**19. FRONTIER SMALL BUSINESS ADVANTAGE \* - GRANDFATHERED (cont'd) (C)**

**B. REGULATIONS**

8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>SM</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

**C. RATES AND CHARGES**

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

4. Monthly Rates

	<u>Two Year Term</u>
Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99
Additional Features	\$1.99 per feature

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

(N)

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## 20. FRONTIER BUSINESS UNLIMITED SERVICE \* - GRANDFATHERED (C)

### A. GENERAL

1. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, and Custom Calling Features. Customers may select any or all of the following services and features for a monthly rate charge.

#### Features and Services

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Caller ID w/Name  
Two features from the feature Package listed below

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
Three-Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Hunting	Call Forwarding

### B. REGULATIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.
4. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

\* As of July 26, 2019, this service is limited to existing customers at existing locations. (N)

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**20. FRONTIER BUSINESS UNLIMITED SERVICE \* - GRANDFATHERED (cont'd) (C)**

**B. REGULATIONS**

5. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

**C. RATES AND CHARGES**

1. 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.
2. Unless otherwise stated elsewhere in this section, Service Charges as defined elsewhere in the tariff apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
All Exchanges	\$ 35.00
Frontier Business All In Feature Package	\$ 4.99

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

(N)

**21. FRONTIER BUSINESS ESSENTIALS\* - GRANDFATHERED**

**A. GENERAL**

1. Frontier Business Essentials is a package offering available to Business Customers. The package includes one flat rate Basic Business Line; a combination of enhanced calling features, and certain designated non-regulated services.

Single Party Flat Rate Business Access Line  
Call Forwarding Busy/No Answer  
Three features from the Frontier Business All In Feature Package listed below

2. Enhanced Feature Pack\*

The following services are included in the feature package and may be added to the bundle.

Busy Redial  
Call Return  
Three-Way Calling  
Speed Call 8 or 30  
Call Forwarding

3. Frontier Business All In Feature Package

The following services are included in the feature package and may be added to the bundle.

Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
Three-Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Call Forwarding	
Caller ID Name	

\*This service is limited to existing customers at existing locations.

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## 21. FRONTIER BUSINESS ESSENTIALS\* - GRANDFATHERED (cont'd)

### B. REGULATIONS

1. Frontier Business Essentials is available where technically feasible.
2. The bundles are offered on a month-to-month basis.
3. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate
4. The bundle cannot be used in association with a Residential Line, PBX Service, FX, RCF or ISDN service.
5. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge.
6. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

### C. RATES AND CHARGES

Monthly Rate	\$39.99
Enhanced Feature Pack*	\$4.49 (I)
Frontier Business all in Feature Package	\$4.99

\*This service is limited to existing customers at existing locations.

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1<sup>st</sup> Revised Sheet 48  
Cancels Original Sheet 48  
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## 22. FRONTIER BUSINESS METRO \* - GRANDFATHERED

(C)

### A. GENERAL

1. Frontier Business Metro Service is a bundled offering available to business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. In each bundle, customers may select any or all of the following services and features:

- One Single Party Business Line
- Unlimited Local Measured Service
- Caller ID Plus Name
- Call Waiting
- Call Forwarding (Fixed)

2. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

- Busy Redial
- Call Return
- Three-Way Calling
- Speed Call 8 or 30
- Call Forwarding

### B. REGULATIONS

1. Frontier Business Metro is available where technically feasible.
2. The bundles are offered on a month-to-month basis.
3. The bundle rate includes Extended Area Service (EAS) where applicable. The call detail for EAS calls will not be displayed on the bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
6. The features are provided subject to their individual service regulations as specified in the applicable sections of the guidebook

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

(N)

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**22. FRONTIER BUSINESS METRO \* - GRANDFATHERED (cont'd)**

**B. REGULATIONS**

7. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
8. Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

**C. RATES AND CHARGES**

Monthly Rate	\$39.99
Enhanced Feature Pack	\$4.49 (I)

\* As of July 26, 2019, this service is limited to existing customers at existing locations.

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## 23. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II\*\* (T)

### A. GENERAL

1. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. Customers may select any or all of the following services and features for a monthly rate charge.

#### Features and Services

Single Party Flat Rate Business Access Line  
Call Forward Busy/No Answer  
Caller ID w/Name  
Six features from the feature Package listed below

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
Three-Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Multi-Line Hunting	Call Forwarding
Call Forwarding –Busy	Call Forwarding - No Answer

### B. REGULATIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. Frontier Business Nationwide Unlimited Service II includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.
4. The bundle is offered on a month-to-month basis.

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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## 23. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II (cont'd)\*\* (T)

### B. REGULATIONS

5. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
6. Up to eleven additional bundles can be purchased at a discounted rate.
7. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
8. The bundle rate will appear as a single line item on the customer's bill.

### C. RATES AND CHARGES

1. 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.
2. Unless otherwise stated elsewhere in this section, Service Charges as defined elsewhere in the guidebook apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited Service is provided at the following rate:

	Monthly Rate
First Line -All Exchanges	\$ 52.99
Subsequent Lines – All Exchanges	\$ 46.99
Frontier Business All In Feature Package	\$ 4.99

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

**24. FRONTIER BUSINESS LOCAL UNLIMITED II\*\***

(T)

**A. GENERAL**

1. Frontier Business Local Unlimited II is a bundled offering available to Business customers. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Single Party Flat Rate Business Access Line

Two features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
Three-Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Multi-Line Hunting	Call Forwarding
Call Forwarding –Busy	Call Forwarding - No Answer
Caller ID Name	

**B. REGULATIONS**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The bundle is offered on a month-to-month basis.
3. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
4. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN Service.
5. Customers may select any two of the features in the Frontier Business All In feature package for no extra charge.

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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**24. FRONTIER BUSINESS LOCAL UNLIMITED II\*\*** (T)

**B. REGULATIONS**

6. Customers purchasing the Frontier Business All In Feature package may select any or all of the features listed in that package.

**C. RATES AND CHARGES**

Frontier Business Local Unlimited II is provided at the following rate:

	MONTHLY RATE
Basic Bundle Price	\$35.99
Frontier Business All In Feature Package	\$4.99

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

**25. FRONTIER SIMPLY UNLIMITED SERVICE\*\***

(T)

**A. GENERAL**

1. Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

- One Business Access Line
- Call Forwarding busy/Don't Answer
- Caller ID with Name
- Four features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

- |                                  |                             |
|----------------------------------|-----------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Rejection    |
| Busy Redial                      | Call Return                 |
| Selective Call Acceptance        | Selective Call Rejection    |
| Selective Call Forwarding        | Priority Call               |
| Distinctive Ring                 | Speed Call 8 or 30          |
| Three-Way Calling                | Call Transfer               |
| Caller ID Blocking               | Call Waiting ID             |
| Multi-Line Hunting               | Call Forwarding             |
| Call Forwarding –Busy            | Call Forwarding - No Answer |

**B. REGULATIONS**

1. The Frontier Simply Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this guidebook.
3. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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Cancels Original Sheet 55

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**25. FRONTIER SIMPLY UNLIMITED SERVICE\*\* (T)**

**B. REGULATIONS**

5. Customers may add or delete any features offered in the package without a service order charge.
6. The bundle will appear as a single line item on the customer’s bill.
7. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
8. The bundles are offered on a month-to-month basis.
9. Bundles four through twelve are given an additional discount.

**C. RATES AND REGULATIONS**

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.
3. Monthly Rate

Frontier Simply Unlimited Service (Lines 1 to 3)	\$38.99
Each Additional Package (Lines 4 to 12)	\$23.99
Frontier Business All in Feature Package	\$4.99

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

**26. FRONTIER ONEVOICE**

**A. GENERAL**

1. Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Single Party Flat Rate Access Line  
Call Forwarding Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID  
Anonymous Call Rejection  
Call Forward  
Multi-line Hunting  
3-Way Calling

Premium Feature Package

Call Return (\*69)  
Call Transfer  
Distinctive Ring  
Busy Number Redial (\*66)  
Priority Call  
Selective Call Forward  
Selective Call Acceptance  
Selective Call Rejection  
Speed Call 30

**B. REGULATIONS**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this guidebook.
3. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

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## 26. FRONTIER ONEVOICE

### B. REGULATIONS

4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis. (C)

### C. RATES AND REGULATIONS

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.
3. Monthly Rate

Monthly Rate Basic Bundle	\$57.99	(I)
Term Price with 1 year commitment	\$42.99	(C)(I)
Premium Feature Package	\$9.99	

**27. ISDN - PRIMARY RATE INTERFACE (ISDN-PRI) BUNDLE****A. GENERAL**

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

**B. REGULATIONS**

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

**27. ISDN - PRIMARY RATE INTERFACE (ISDN-PRI) BUNDLE (cont'd)****B. REGULATIONS (cont'd)**

8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

**C. RATES AND CHARGES**

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

**28. Frontier Commercial Voice Unlimited\*\***

(T)

**A. General**

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle  
Single Party Flat Rate Access Line  
Call Forward  
Call Forward Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
(Call Waiting ID) where applicable  
Three Way Calling  
Hunting

**B. Regulations**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

\*\*This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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**28. Frontier Commercial Voice Unlimited (continued)\*\***

(T)

**B. Regulations (continued)**

8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. At the end of the one year term, customers will be moved to the month to month pricing.

**C. Rates and Charges**

- Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

Monthly Rate

Basic Bundle

Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

\*\*This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

**29. Frontier Residential Unlimited Voice Service**

(N)

**A. General**

The Frontier Residential Unlimited Voice 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. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

**B. Regulations**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. 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.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.

(N)

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**29. Frontier Residential Unlimited Voice Service (continued)**

(N)

**B. Regulations (continued)**

9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

**C. Rates and Charges**

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

**30. Frontier Unlimited Voice and Feature Bundle**

(N)

**A. General**

The Frontier Unlimited Voice and Feature Bundle 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. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

**B. Regulations**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 2 – General Terms and Conditions  
SECTION 3 – Packages and Bundles

Original Sheet 65

Effective: May 23, 2021

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**30. Frontier Unlimited Voice and Feature Bundle (continued)**

(N)

**B. Regulations (continued)**

6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
12. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

**C. Rates and Charges**

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
3. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

(N)

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 3 – Service Charges  
SECTION 1 – Service Charges

1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

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## 1. SERVICE CHARGES

### A. GENERAL

1. Service charges are one-time charges to install, move, or change basic or additional services requested by the customer. Service charges also include charges for restoring service following disconnection for non-payment.
2. Service charges are in addition to all other rates and charges that may be applicable for service provided by the Company.
3. Service charges consist of the following:

Service Order Charge - the charge for receiving, recording and processing customer requests for service installations, moves, or changes to be performed at one time on the same account.

Central Office Connection Charge - the charge for work performed in connection with the central office line from, and including, the station protector at the customer's premises to and including the central office equipment connection, if such work is necessitated by a customer's request.

Access Line Work Charge - the charge that applies for each visit to a customer's premises to perform work requested by the customer for which another service charge applies.

Reconnect Charge - the charge for restoring service following a temporary disconnection for non-payment.

4. Customer's premises is defined as all of the building or buildings on the same continuous property occupied by the customer in the conduct of his business or as a residence. Where a public road or alley divides a premises, both parcels are considered the same premises.

Where buildings house more than one business or residence, customer's premises is defined as that portion of the building occupied by the customer in the conduct of his business, or as a residence.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 3 – Service Charges  
SECTION 1 – Service Charges

1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2

## 1. SERVICE CHARGES (cont'd)

### B. APPLICATION OF CHARGES

1. Service Order Charge (T)
  - a. Initial Service Order Charge - applies each time a new account is established for which there will be separate billing or a move to a different premises. (T)
  - b. Subsequent Service Order Charge - applies each time a customer requests changes to an existing account such as additions, moves, changes, rearrangements, or other requests which cause the company to change their records. (T)

Service Order Charges are not applicable for the following: complete discontinuance of service, change of billing address, discontinuance of an additional listing, change of listing because of a legal name change, or removal of a service. (T)
2. Central Office Connection Charge (T)

A central office connection charge is applicable for each line installed or connected between the serving central office and each building on the customer's premises. (T)

A central office connection charge is applicable for a move or rearrangement of a service drop at the customer's premises, a change of number, or other changes as specified in the tariff or guidebook for the service involved. (T)
3. Reconnect Charge (T)

A reconnect charge is applicable to each reconnection of service that is temporarily disconnected. Restoral of service charges apply where service has been temporarily denied for non-payment - but not terminated - or where, on account of nonpayment of charges, the Telephone Company's representative visits the premises of the customer to disconnect and remove the equipment and because of payment does not remove the equipment. (T)

A reconnect charge does not apply where service has been terminated; in that event, service is re-established on the basis of a new application for service and the charges associated therewith apply. (T)
4. Service charges specified above do not contemplate work being performed at a time when overtime wages apply due to the request of the customer, nor do they contemplate work being interrupted by the customer. If the customer requests that work be done at a time when overtime wages apply or interrupts work once begun, an additional charge based on the additional cost will apply.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 3 – Service Charges  
SECTION 1 – Service Charges

5<sup>th</sup> Revised Sheet 3  
Cancels 4<sup>th</sup> Revised Sheet 3  
Effective: January 26, 2020

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## 1. SERVICE CHARGES (cont'd)

### B. APPLICATION OF CHARGES (cont'd)

#### 5. Facility Administration Charge

If the building in which telephone service installed located more than 250 feet from the road (circuit measurement, by the most practical route) or extension service is installed in a building more than 250 feet from the main access service, a service drop charge will apply in addition to other service charges.

The service drop charge is 50 cents per foot for any distance in excess of the above.

#### 6. Installment Billing – Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

### C. CHARGES

1.	Service Order Charge, per order	
	Initial	\$30.00 (I)
	Subsequent	Residential: \$25.00 (C)
		Business: \$26.00 (C) (I)
2.	Central Office Connection Charge	
	Charge, per line	\$28.00 (I)
3.	Access Line Work Charge	\$20.00
4.	Reconnect Charge	\$41.00

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 4 – Exchange Access Service  
SECTION 1 – Territory Served

Original Sheet 1

## 1. TERRITORY SERVED

### A. GENERAL

1. The following list of counties, townships, and incorporated cities or villages are wholly or partly within the assigned area of Frontier Communications of Michigan, Inc.:

<u>Exchange</u>	<u>County</u>	<u>Townships</u>	<u>Incorporated Cities or Villages</u>
Allen	Hillsdale Reading Litchfield	Allen	Allen
Brooklyn	Jackson  Lenawee Washtenaw Hillsdale	Columbia Norvell Woodstock Manchester Somerset	Brooklyn Cement City
Bundy Hill	Jackson  Hillsdale	Hanover Liberty Moscow Somerset	
Cambria	Hillsdale	Cambria Jefferson Woodbridge	Cambria
Camden	Hillsdale	Camden Woodbridge Amboy	Camden Austin
Concord	Jackson  Calhoun	Concord Hanover Pulaski Spring Arbor Homer	Concord
Frontier	Hillsdale	Woodbridge Cambria Random Amboy	Frontier

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 4 – Exchange Access Service  
SECTION 1 – Territory Served

Original Sheet 2

## 1. TERRITORY SERVED (cont'd)

### A. GENERAL (cont'd)

1. The following list of counties, townships, and incorporated cities or villages are wholly or partly within the assigned area of Frontier Communications Of Michigan, Inc.:

<u>Exchange</u>	<u>County</u>	<u>Townships</u>	<u>Incorporated Cities or Villages</u>
Hanover-Horton	Jackson	Liberty Hanover Pulaski Spring Arbor Summit	Hanover
	Hillsdale	Scipio Moscow	
Montgomery	Hillsdale	Camden	Montgomery
		Reading Branch Algansee	California
North Adams	Hillsdale	Adams Moscow Wheatland Somerset	North Adams
Onsted	Lenawee	Cambridge Woodstock Franklin Rollin Rome Adrian	Onsted
Osseo-Pittsford	Hillsdale	Jefferson Ransom Pittsford Wheatland Wright Adams	Osseo Pittsford Shadyside

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 4 – Exchange Access Service  
SECTION 1 – Territory Served

Original Sheet 3

**1. TERRITORY SERVED (cont'd)**

**A. GENERAL (cont'd)**

1. The following list of counties, townships, and incorporated cities or villages are wholly or partly within the assigned area of Frontier Communications Of Michigan, Inc.:

<u>Exchange</u>	<u>County</u>	<u>Townships</u>	<u>Incorporated Cities or Villages</u>
Prattville	Hillsdale	Wright Pittsford	Prattville Lickley Corners
Ransom	Hillsdale	Amboy Wright Ransom Jefferson	Ransom Betzer

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 4 – Exchange Access Service  
SECTION 3 – Basic Service Rates

Original Sheet 1

## 1. BASE RATE AREA AND EXCHANGE SERVICE AREA

### A. GENERAL

1. The local service area of each exchange includes the exchange and certain extended area service exchanges as shown below. Calls made to a telephone number with an NPA NXX that is associated with the rate center that is within the customer's local calling area are local calls regardless of the physical location of the called party.

<u>Base Rate Area</u>	<u>Exchange Service Area</u>
Allen	Hillsdale, Litchfield, Mosherville, Reading
Brooklyn	Clark Lake, Jackson, Napoleon, Onsted
Bundy Hill	Clark Lake, Hanover-Horton, Jackson, North Adams
Cambria	Camden, Frontier, Hillsdale, Montgomery, Reading
Camden	Cambria, Cooney(OH), Frontier, Montgomery, Reading
Concord	Hanover-Horton
Frontier	Cambria, Camden, Cooney(OH), Montgomery, Ransom
Hanover-Horton	Bundy Hill, Concord, Jackson
Montgomery	Cambria, Camden, Cooney(OH), Frontier, Reading
North Adams	Bundy Hill, Hillsdale, Jonesville
Onsted	Adrian, Brooklyn
Osseo-Pittsford	Hillsdale, Prattville, Ransom
Prattville	Osseo-Pittsford, Ransom, Waldron
Ransom	Frontier, Osseo-Pittsford, Pioneer(OH), Prattville, Waldron

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 4 – Exchange Access Service  
SECTION 3 – Basic Service Rates

4<sup>th</sup> Revised Sheet 1  
Cancels 3<sup>rd</sup> Revised Sheet 1  
Effective: June 1, 2023

## 1. BASIC SERVICE RATES (cont'd)

### A. GENERAL (cont'd)

- Exchange Rates: Company provided telephone set rates are in addition to the monthly rates shown below.

		<u>Flat</u> <u>PBX Trunk</u>	<u>Business</u>		<u>Residence</u> <u>Flat</u>
	<u>Exchange</u>	<u>(Multi Line)</u>	<u>Single Line</u>	<u>Multi Line</u>	<u>1-Party</u>
1.	Allen	\$ 23.60	\$ 26.25	\$ 24.00	\$23.75
2.	Brooklyn	27.00	26.25	24.00	23.75
3.	Bundy Hill	27.00	26.25	24.00	23.75
4.	Cambria	24.51	26.25	24.00	23.75
5.	Camden	23.60	26.25	24.00	23.75
6.	Concord	23.60	26.25	24.00	23.75
7.	Frontier	23.60	26.25	24.00	23.75
8.	Hanover-Horton	27.00	26.25	24.00	23.75
9.	Montgomery	23.60	26.25	24.00	23.75
10.	North Adams	23.21	26.25	24.00	23.75
11.	Onsted	23.60	26.25	24.00	23.75
12.	Osseo-Pittsford	24.51	26.25	24.00	23.75
13.	Prattville	23.60	26.25	24.00	23.75
14.	Ransom	23.60	26.25	24.00	23.75

(I)

(I)

### B. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

- In offices, stores, factories, mines, and all other places of a strictly business nature.
- In boarding houses, college fraternities or sorority houses, offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs or lodges, schools or colleges, hospitals, libraries, churches, and other similar institutions.
- At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household or his guests, or parties calling him can be considered of a business nature, which fact might be indicated by advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to a residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- At residence locations when an extension station or extension bell is located in a shop, office, or other place of business.
- In any location where the listing of service at that location indicates a business, trade or profession.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 4 – Exchange Access Service  
SECTION 3 – Basic Service Rates

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Original Sheet 2

## 1. BASIC SERVICE RATES (cont'd)

### C. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In private residence where business listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than five boarders, provided business listings are not furnished.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

## PART 5 – Operator Services SECTION 1 – Directory Assistance Service

---

Original Sheet 1

### 1. DIRECTORY ASSISTANCE SERVICE

#### A. GENERAL

1. Directory Assistance Service provides the calling party with available telephone numbers for the party's home numbering plan. Directory information Assistance will not include numbers for which customers have requested that the number not be provided, or that the requested party has no telephone listing.
2. The Directory Assistance operator will provide telephone numbers or other information as described in this guidebook, for a maximum of two (2) number requests per call.
3. Charges specified in this guidebook, apply for Directory Assistance calls with the customer's home numbering plan area. Assistance is not available for numbers outside of the customer's home numbering plan area.
4. Payphone Service and Hospital services are excluded from the Directory Assistance Service Plan. Services that are suspended will be excluded from the Directory Assistance Service Plan for the period of suspension.
5. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges.

#### B. CHARGES

Customer dialed calls to Directory Assistance Service for numbers within the home numbering plan area.

Rate Per Call  
\$1.50

#### C. EXEMPTIONS

1. Residence and business service (including a Centrex or AIOD equipped PBX station) are exempt from the charge of the Directory Assistance Service plan when a user (or the principal user of a business service) is unable to use a telephone directory because of physical or mental limitations.
2. To obtain an exemption, the customer provides the name, address, telephone number and nature of the limitation for the individual requiring the exemption. A certificate of Directory Assistance Charge Exemption is required for each residence or business line to be exempted.
3. Information contained on the exemption certificate will be treated as confidential by the Company.
4. The customer shall notify the Company when the need for an exemption no longer exists

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 5 – Operator Services

Original Sheet 1

## SECTION 2 – Directory Assistance Call Completion Service (DACC)

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### 1. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE (DACC)

#### A. GENERAL

DACC Allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

#### B. REGULATIONS

1. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
2. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
3. DACC will only be furnished where facilities and operating conditions permit.
4. The calling party will incur a \$.10 per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.
5. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the Customer.

#### C. RATES AND CHARGES

Per Call	\$1.00
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# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 5 – Operator Services  
SECTION 2 – Operator Services

3<sup>rd</sup> Revised Sheet 2  
Cancels 2<sup>nd</sup> Revised Sheet 2  
Effective: November 13, 2019

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## 1. OPERATOR SERVICE

### A. GENERAL

1. Operator Assisted Station to Station (T)  
A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
2. Collect (T)  
A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.
3. Person to Person (T)  
An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.
4. Operator Assisted Time and Charges (T)  
A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.
5. Operator Assisted – Corrections (T)  
Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.
6. Billed to Third Number (T)  
Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.
7. Live Operator (N)  

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

  - The automated payment systems are unavailable due to system outages.
  - Customer is requesting a call to an emergency service.
  - Call cannot be made by the automated system.

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 5 – Operator Services  
SECTION 2 – Operator Services

3<sup>rd</sup> Revised Sheet 3  
Cancels 2<sup>nd</sup> Revised Sheet 3  
Effective: November 13, 2019

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**1. OPERATOR SERVICE**

**B. Charges**

Operator Assisted Station to Station	\$4.50
Collect	\$4.50
Operator Assisted Person to Person	\$5.50
Operator Assisted Time and Charges	\$3.50
Operator Assisted Corrections	\$3.95
Billed to Third Number	\$4.50
Live Operator, per occurrence	\$1.50

(T)

(N)

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 5 – Operator Services

Original Sheet 1

## SECTION 3 – National Directory Assistance Service

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### 1. NATIONAL DIRECTORY ASSISTANCE SERVICE

#### A. GENERAL

National Directory Assistance (NDA) will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from Frontier's directory assistance database. This database will make all the company listings available to any operator workstation along with national listings from other provider database(s). The Company will provide listings for residential, business, government, 1-800, and local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

#### B. REGULATIONS

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
2. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
3. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
4. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
5. National Directory Assistance and Customer Name and Address Service will be available where technology permits.
6. For directory listing information regarding numbers within the customer's LATA, Local Directory Assistance charges apply, as specified elsewhere in this guidebook.

#### C. RATES AND CHARGES

For each call to National Directory Assistance Service/Customer Name and Service Address

Rate Per Call  
\$1.50

**1. DIGITAL CENTREX SERVICE**

**A. GENERAL**

1. Digital Centrex is a central office-based business touch tone service which provides capabilities similar to those offered by a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system. Centrex service is furnished subject to the availability of facilities, features and central office equipment in locations as determined by the Company.

**B. REGULATIONS**

1. Each Centrex line may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the line is installed. When a change in the arrangement is requested by the customer, the appropriate Charges of this guidebook (Part 3, Section 1) apply.
2. Centrex Service may be provided in association with trunks; however, lines terminating on a key or PBX system will be charged at the applicable trunk rates specified in this guidebook.
3. Service Charges as specified in this guidebook (Part 3, Section 1) apply to all station line installations, customer requested moves, changes and rearrangements performed by the company.
4. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the company. Such equipment must be Touch Tone to Centrex Service.
5. Directory listings will be furnished subject to the rates and regulations specified in this guidebook (Part 7, Section 1) apply.
6. Service will be provided on a month-to-month basis at the rates specified in this guidebook. The initial service period is a minimum of one month, commencing with the date of installation of the service.
7. The general rules and regulations as specified in this guidebook will apply to this service.
8. Service area is limited to manufacturer's equipment specifications.
9. All exchange lines in a system must be served by the same central office and have the same billing arrangement

**1. DIGITAL CENTREX SERVICE (cont'd)**

**B. REGULATIONS (cont'd)**

- 10. The Centrex line includes a local loop (which includes dial tone and a telephone number).
- 11. Centrex is only available as a complete service with the local loop and the unregulated Centrex features. Unregulated Centrex features are not available separately.
- 12. Centrex Service requires two or Centrex lines.
- 13. To qualify for High Volume Centrex pricing, the customer must continuously subscribe to no less than 16 Centrex lines. Should the quantity of Centrex lines fall below 16 lines, the customer will be billed at the standard (non-High Volume) Centrex rates.
- 14. Centrex Service is not available for use as an access line that third parties can dial to connect to the internet.
- 15. All federal End User Common Line (“EUCL”) charges will be billed separately and in addition to the Centrex Service rates. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the Centrex Service rates.

**C. RATES AND CHARGES**

An additional unregulated monthly rate for Centrex features may apply in addition to the rates specified below:

- 1. Centrex Service (2 to 15 lines)
 

	<u>Monthly Rate per line <sup>(1)</sup></u>
Minimum of Two (2) Lines	The Business Multi-Line Rate as specified in (Part 4, Section 3) of this guidebook applies.
  
  - 2. High Volume Centrex Service
 

	<u>Monthly Rate per line <sup>(1)</sup></u>
Minimum of Sixteen (16) Lines	\$14.50 <sup>(2)</sup>
- (1) Includes Touch Calling Service
- (2) This rate includes the state End User Common Line (EUCL) charge of \$1.00.

**1. DIRECTORY LISTING**

**A. GENERAL**

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

**1. DIRECTORY LISTING (cont'd)**

**B. COMPOSITION OF LISTINGS**

1. Name

- a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)
  - 1) The name of a subscriber
  - 2) The name of each business enterprise which the subscriber conducts
  - 3) The name of a corporation which is the parent or subsidiary of the subscriber
- b. Residence Service
  - 1) The name of the subscriber
  - 2) Another authorized residential name
  - 3) Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
  - 4) Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

2. Designation

- a. A designation can be used on a business service to assist the public in calling but not to advertise the business

3. Address

- a. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 7 – Directory Services  
SECTION 1 – Directory Listings

8<sup>th</sup> Revised Sheet 3  
Cancels 7<sup>th</sup> Revised Sheet 3  
Effective: January 3, 2023

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## 1. DIRECTORY LISTING (cont'd)

### C. TYPES OF LISTINGS

1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement
2. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
3. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place
4. Extra Line of Information – descriptive text that does not have a telephone number
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory

### D. RATES

Additional Listing	Residential	\$6.00	(I)
	Business	\$6.00	
Foreign	Residential	\$6.00	
	Business	\$6.50	
Extra Line of Info	Residential	\$5.50	
	Business	\$6.00	
Non-Published	Residential	\$7.00	(I)
	Business	\$7.00	
Non-Listed	Residential	\$6.50	(I)
	Business	\$6.50	

**1. SWITCHED DS1 SERVICE**

**A. GENERAL**

1. Switched DS1 Service (SWDS1) provides digital exchange service at a DS1 level. SWDS1 includes a SWDS1 facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each SWDS1 facility utilizes 24 channels and may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

**B. DEFINITIONS AND APPLICATION OF SERVICES**

1. SWDS1 Facility and Common Equipment

This element includes the digital facility between the customer's premises and the central office, transmitting at a rate of 1.544 megabits per second, and the common equipment necessary to interface each of the 24 channels into the central office switch. The SWDS1 signal provided to the customer's premises will be at the DS1 level.

2. In-Only Trunk

One-way trunk which only allows traffic from the central office switch to be transmitted to the customer.

Out-Only Trunk

One-way trunk which only allows traffic originating from the customer to be transmitted to the central office switch.

Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the customer.

3. Advanced Trunks

In-Only Trunk with DID

In-only trunk with Direct Inward Dialing (DID) feature. Requires DID service.

Out-Only Trunk

Out-only trunk with Outward Dialing feature.

Two-Way Trunk with DID.

Two-way trunk with DID. Requires DID service.

**1. SWITCHED DS1 SERVICE (cont'd)**

**C. TERMS AND CONDITIONS**

1. SWDS1 is provided subject to the availability of central office facilities.
2. The type of SWDS1 facility installed will be determined by the Company.
3. Each SWDS1 facility enables the customer to install up to a maximum of 24 trunks per SWDS1 facility. The customer is billed for the actual number and types of trunks in service on each SWDS1 facility.
4. The minimum service period for the SWDS1 facility and common equipment is one month.
5. When Outward WATS, Two-Way WATS or 800 Service terminates on a SWDS1 facility, the Outward WATS, Two-Way WATS or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS, Two-Way WATS or 800 Service rates and charges also apply.
6. The following services will not be provided within the SWDS1 facility:
  - a. Local flat rate trunks and other access line services.
  - b. Feature Groups A, B, C or D.
  - c. Other private line/access services and facilities unless specified herein.
  - d. Switched 56 Service.
7. Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWDS1 facility and common equipment.
8. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.
9. SWDS1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for Interconnection specifically for these carriers.

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 8 – Miscellaneous Services  
SECTION 1 – Switched DS1 Service

Original Sheet 3

**1. SWITCHED DS1 SERVICE (cont'd)**

**D. RATES AND CHARGES**

1. SWDS1 will be provided at the following rates and charges:

	<u>Initial Nonrecurring Charge</u>	<u>Subsequent Change Charge</u>	<u>Monthly Rate</u>
Stand alone SWDS1 facility and common equipment, per 24 channel facility.			
- All basic trunks, advanced trunks or a combination of basic and advanced trunks. (for long-term rates see D.3)	\$1,155.00		\$330.00
Each trunk (Note 1)	\$ 10.00	\$102.00	\$6.00(2)
Available Types of Trunks:			
- In-only trunk			
- Out-only trunk			
- Two-way trunk			
- In-only trunk with DID			
- Out-only Trunk with Outward Dialing			
- Two-way trunk with DID			
2. Direct Inward Dialing (DID)			
Translations per DS1	\$ 200.00	\$ 50.00	
DID Switch Routing, per group of 100 numbers			\$25.00

Note 1: All state and federally authorized or mandated rates including, but not limited to, subscriber line charges, PICC, number portability, 911 surcharges and USF surcharges apply per trunk.

Note 2: This rate does not exceed the aggregate of rates in effect as of May 1, 2000 as follows: (i) basic service including Touchtone, of \$5.00, (ii) State End User Common Line (EUCL) charge of \$1.00, and dialing party charge of \$0.00

**1. SWITCHED DS1 SERVICE (cont'd)**

**D. RATES AND CHARGES (cont'd)**

**3. Rate Stability Plan**

The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWDS1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.

Regular nonrecurring charges, specified in D.1 preceding, apply.

Rates and charges, specified in D.1 preceding, apply to all SWDS1 trunks and are not part of the Rate Stability Plan.

Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in D.1 preceding or a separate Rate Stability Plan.

Any reduction of SWDS1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.

Termination charges may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.

**4. Stabilized Monthly Rates**

SWDS1 facility and common equipment, per 24 channel facility.

	<u>Monthly Rate</u>	<u>Initial Nonrecurring Charge</u>
- Three-Year Plan	\$300.00	995.00
- Five-Year Plan	\$270.00	945.00

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

## PART 8 – Miscellaneous Services SECTION 2 – Extension Lines

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Original Sheet 1

### 1. EXTENSION LINES

#### A. GENERAL

1. An extension line is a telephone service in addition to the basic access line service. Extension lines may be provided with any class of basic service except Public Telephone Service.
2. Extension lines are assigned the same telephone number as the main access line, and code ringing is not permitted. Intercommunication between the main access line and extension line is not contemplated.
3. Extension lines must be located so as to restrict usage to the customer, his representatives, or members of his domestic establishment, except extension lines for a joint user.
4. Extension lines may be located on premises of another customer for answering purposes only, provided the other person has basic access line service of his own located on the same premises.
5. If extension lines are located on different premises, or in different building - same premises, channel charges found elsewhere in this guidebook also apply.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

## PART 8 – Miscellaneous Services SECTION 3 – Intraexchange Channels

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Original Sheet 1

### 1. INTRAEXCHANGE CHANNELS

#### A. GENERAL

1. Intraexchange channels for extension lines, PBX stations, tie lines between PBX equipment or switchboards, Private Line Telephone Service, Private Line Teletypewriter Service, Circuits for Remote Metering, Supervisory Control, Telewriting, Miscellaneous Signaling, or other non-telephone purpose may be provided, if facilities are available.
2. Channels may either be provided by extending the circuit from the main access line location to the off-premise service location via exchange facilities or by extending the circuit from the central office to the off-premises service location at the option of the Telephone Company. When channels are routed from a customer location through the central office to another customer location, the mileage distance will be the total of the distance from one customer location to the central office and from the central office to the other customer location.
3. The rates specified herein contemplate regular voice grade circuits of the same type used for normal telephone communication. The company will provide better grade circuits only if practical to do so at additional rates based on cost.
4. The company does not guarantee satisfactory transmission levels for off-premises service, PBX stations, or Private Line Services, and if additional equipment is necessary to attain satisfactory transmission, the customer is responsible for the additional cost involved.
5. Terminal equipment provided by the customer must be such that it will not interfere with other services provided by the company. If such equipment causes interference and is not corrected after notice from the company, service will be terminated.

#### B. RATES

1. For extension lines, PBX stations, etc.:	<u>Monthly</u>
Different building - same premises, within 660' of main station location	\$1.30
Different building - different premises, or in excess of 660' from main station location	
(1) First 1/4 airline mile, or fraction	4.55
(2) Each additional 1/4 airline mile or fraction	1.45

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 8 – Miscellaneous Services  
SECTION 3 – Intraexchange Channels

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Original Sheet 2

**1. INTRAEXCHANGE CHANNELS (cont'd)**

**B. RATES**

2. Channels for Private Line Telephone Service do not include provisions for transmission, signaling or terminating instruments.

Common equipment for transmission and signaling on Private Line Telephone Service - each two point service, monthly

Monthly

Manual	\$4.00
Automatic	\$5.50

3. Service charges, as set forth in this guidebook (Part 3, Section 1) applies for the installation or move of intraexchange channels.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 4 – Fire Reporting Service

Original Sheet 1

## 1. FIRE REPORTING SERVICE

### A. GENERAL

1. Fire reporting service consists of special equipment installed in the central office of the telephone company arranged to simultaneously place a distinctive steady ring on a group of up to 10 regular central office customer lines when the fire alerting number is called.
2. As each called number answers, it is connected to the calling party as a conference connection.
3. If any of the called telephone lines are busy, a tone is heard by the called party indicating a fire call. As soon as the called line becomes idle, it is connected to the calling party.

### B. RATES AND CHARGES

	Installation <u>Monthly</u>	<u>Charge</u>
Alerting and conference equipment located in the central office	\$ 30.00	\$100.00

Service charges (Part 3, Section 1) apply in addition to the above for each line connected to the system.

**1. JOINT USER SERVICE**

**A. GENERAL**

1. Joint User Service is an arrangement whereby a person or firm - designated a Joint User - is permitted to use the Service of a customer. To facilitate this use, a directory listing is provided for each Joint User.
2. Joint User Service is provided only in connection with individual line business service and private branch exchange business service. The use of residence service by persons other than the customer is provided for under Extra Directory Listings.
3. The Joint User must be located in the same office or suite of offices as the customer, or in the office immediately adjacent thereto and connected therewith by passageways other than public passageways.
4. Joint User Service is not furnished in association with the service of a customer who is engaged primarily in performing service of a secretarial nature or who is in the business of renting space to transient or permanent tenants.
5. No separate ring numbers or distinctive designations are assigned for the purpose of signaling Joint Users.

Joint User Service must be contracted for by the original customer who is required to assume responsibility for all charges incurred by the Joint User.

7. Auxiliary services will be furnished to the Joint User upon request of the original customer.
8. Charges for Joint User Service date from the day the Joint User relationship is established. The Joint User Service is automatically discontinued upon termination of the main service. The minimum charge for Joint User Service, however, is the charge for the period of one month.
9. After the listing of a Joint User has been inserted in the directory, such Joint User Service shall not be discontinued during the life of the directory - but not to exceed one year unless;
  - a. The main access service is discontinued at that location.
  - b. The Joint User moves from the premises in which the main access service is located.
  - c. The Joint User established main access service on the same premises.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 5 – Joint User Service

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Original Sheet 2

## 1. JOINT USER SERVICE (cont'd)

### B. RATES AND CHARGES

Joint User Service, including one listing in the directory, is furnished at the rate of fifty percent of the individual business line rate.

Brooklyn, Bundy Hill, Hanover-Horton  
North Adams  
Onsted  
Allen, Cambria, Osseo-Pittsford  
Camden, Frontier, Montgomery, Prattville, Ransom  
Concord

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 6 – Touch Call Service

Original Sheet 1

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## 1. TOUCH CALL SERVICE

### A. GENERAL

1. Touch Call is provided on individual line, business and residence exchange services, coin operated services and PBX trunks as a standard feature of exchange service.
2. Touch Call Service is a local exchange service line so arranged in the central office so that the central office equipment will respond to tone signals or dial pulses generated from station equipment.
3. It is not necessary that all instruments on a line be equipped for Touch Calling, however, all lines on the same instrument must be similarly equipped.
4. A credit of \$1.25 per month will be applied to non-touch call exchange service lines. Only lines without touch call service as of January 19, 2000 are eligible for the \$1.25 credit.

### B. NONRECURRING CHARGES

1. When Touch Tone Service is provided subsequent to establishment of service, a Line Rearrangement Charge applies per line for all (one or more) Custom Calling Service features provided at the same time as specified in this guidebook.

**1. 900 CALL BLOCKING SERVICE**

**A. DESCRIPTION**

1. 900 Call Blocking Service is an optional service which provided customers with the capability to block originating calls to the 1-900 calling network. With 900 Call Blocking Service, all originating calls to 900 numbers nationwide will be blocked. Customers subscribing to 900 Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided intercept announcement.

**B. AVAILABILITY**

1. 900 Call Blocking Service will be offered in all exchanges where facilities and conditions permit.

**C. REGULATIONS**

1. 900 Call Blocking Service is available on direct dialed calls, 0+ and 10XXX calls.
2. 900 Call Blocking Service is available on single party residence and business lines.

**D. CONDITIONS**

1. When 900 charges are removed from an end user's bill and where network facilities permit, the Company will recommend 900 Call Blocking Service to the end user to avoid future unauthorized use of 900 services.
2. If the end user refuses 900 Call Blocking Service, future 900 charges will not be removed from the end user's bill, unless otherwise justifiable.

If the end user refuses to pay for justified charges and, after refusing blocking, the Company may initiate mandatory blocking at no charge to the subscriber.

When mandatory blocking has been imposed, access to 900 service will be denied until outstanding charges have been paid in full.

3. The Company shall refrain from terminating telephone service solely for the nonpayment of 900 charges.

**E. REGULATIONS**

1. 900 Call Blocking Service charges will be waived on new/move orders, regrades of service, or customers subscribing to 900 Call Blocking Service for the first time.
2. Subsequent requests for removal of 900 Call Blocking Service or reblocking, after the initial free blocking has been provided, will incur a non-recurring charge of \$15.00.

**1. RESIDENCE CUSTOMER INCENTIVE PROGRAM**

**A. DESCRIPTION**

1. The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

**B. TERMS AND CONDITIONS**

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Guidebook and the amount does not exceed the maximum amount set forth following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

**1. RESIDENCE CUSTOMER INCENTIVE PROGRAM**

**B. TERMS AND CONDITIONS**

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - a) The sales channel through which the products are sold.
  - b) A specific geographic area.
  - c) Existing customers who request to have one or more products disconnected.
  - d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
  - e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

**C. RATES AND CHARGES**

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 8 – Customer Incentive Program

1<sup>st</sup> Revised Sheet 3  
Effective: December 9, 2021

## 2. BUSINESS CUSTOMER INCENTIVE PROGRAM\* – Grandfathered as of 12/09/2021 (C)

### A. DESCRIPTION

1. The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

### B. TERMS AND CONDITIONS

1. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum in this guidebook.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Guidebook and the amount does not exceed the maximum amount set out in this guidebook. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)  
(N)

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 8 – Customer Incentive Program

1<sup>st</sup> Revised Sheet 4  
Effective: December 9, 2021

## 2. BUSINESS CUSTOMER INCENTIVE PROGRAM\* – Grandfathered as of 12/09/2021 (C)

### B. TERMS AND CONDITIONS

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - a) The sales channel through which the products are sold.
  - b) A specific geographic area.
  - c) Existing customers who request to have one or more products disconnected.
  - d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
  - e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

### C. RATES AND CHARGES

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

\* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)  
(N)

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 9 – Vacation Get Away Service

1<sup>st</sup> Revised Sheet 5  
Cancels Original Sheet 5  
Effective: December 14, 2019

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## 1. VACATION GET AWAY SERVICE

### A. GENERAL

Vacation Get Away service provides for temporary discontinuance of service at the customer's request without termination of the service.

### B. CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (D)(C)
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

### C. RATES

Nonrecurring Charge

\$39.99

**FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK**

PART 8 – Miscellaneous Services  
SECTION 10 – Duplicate Bill Charge

Original Sheet 6

Effective: July 27, 2021

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**1. DUPLICATE BILL CHARGE**

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

(N)

(N)

**1. CUSTOM CALLING SERVICES**

**A. CONDITIONS**

1. Custom Calling Features are optional services offered only to customers served by central offices equipped to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
3. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Custom Calling Features. All customer provided equipment (CPE) used to interface with Caller ID Name is required to conform with Technical Reference Specifications as used by the Company.
4. Variations in central office equipment and the activation of other central office features by the called and/or calling party may cause differences in the operation of features.
5. The Company's liability arising out of the provision of any Custom Calling Feature including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in this catalog.
6. Caller ID Name is not available on operator-handled calls, on Centrex lines, on trunk-side connections and on line-side connections to key systems and PBXs that are not compatible with Caller ID Name.
7. Caller ID Name service may not display a directory name and number for operator-assisted calls, out-of-area calls, calls marked private by the originator or calls originating from coin and party-line stations.
8. An originating caller's calling directory name and number may not be displayed if the called party answers the incoming call during the first ring interval.
9. The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Blocking, whether or not arising from or relating to any ordinary negligence by the Company.

**1. CUSTOM CALLING SERVICES**

**B. DESCRIPTIONS**

1. Call Waiting/Cancel Call Waiting - Call Waiting alerts the customer with a beep tone during a telephone conversation that another call is waiting to be answered. Cancel Call Waiting allows the customer to cancel Call Waiting before or during one telephone call.
2. Call Forwarding - Call Forwarding allows the customer to redirect all calls to another number.
3. Three-Way Calling - Three-Way Calling allows the customer to add a third party to an existing telephone conversation.
4. Speed Calling - Speed Calling allows the customer to call selected telephone numbers quickly by dialing an assigned code.
5. Distinctive Ring –Distinctive Ring allows the customer to have up to three telephone numbers with unique ringing patterns (and unique Call Waiting tones).
6. Anonymous Call Rejection – Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. The caller will receive an announcement that the customer is not accepting calls from callers who are block their telephone numbers and names.
7. Call Return (\*69) - Call Return allows a customer to automatically redial the telephone number of the last incoming call to that line, regardless of whether the call was answered, unanswered, or busy. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the recall by entering a code, or terminating the recall by hanging up. If the redialed number is busy, a distinctive ring alerts the customer when the number becomes available. If the telephone number of the last incoming call has been blocked through the use of a service such as Per-Call or Per-Line Blocking, the calling party's number will not be provided and the number cannot be redialed.
8. Busy Number Redial (\*66) - Busy Redial allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a 30 minute limited period of time. A distinctive ring alerts the customer when the called number becomes available.
9. Priority Call - Priority Call allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A distinctive ringing pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

**1. CUSTOM CALLING SERVICES**

**B. DESCRIPTION (Cont'd)**

10. Selective Call Acceptance - Selective Call Acceptance allows a customer to specify a list of up to a maximum of 15 telephone numbers from which the customer wishes to receive calls. An incoming call that is not on the list is routed to an announcement stating that the called party does not wish to receive the call.
11. Selective Call Forwarding - Selective Call Forwarding allows a customer to specify a special list of telephone numbers, up to a maximum of 15 numbers. Incoming calls placed to the customer from telephone numbers on the list are automatically forwarded to a predetermined telephone number.
12. Selective Call Rejection - Selective Call Rejection enables a customer to reject call attempts from up to 15 telephone numbers of calling parties. The customer does not need to know the number to add it to the rejection list.
13. Call Trace - Call Trace allows the customer to initiate a trace on the last incoming call received from a local service area in which custom local area signaling service features are offered by dialing an activation code. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. By accepting the service, customer agrees that the company shall not be liable for damages due to an inability to trace calls.
14. Caller ID Name - Caller ID Name provides for the display of the calling party's name and number on a customer provided device attached to the customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Name service will forward the calling party's name and number from the appropriately equipped terminating Central Office to the customer provided display device. The company will provide Caller ID Name subject to technical limitations.
15. Call Forwarding Busy -Permits the subscriber to have incoming calls transferred to another telephone number when the line is busy. The subscriber is responsible for the establishment and change of the forwarded telephone number destination. The subscriber is also responsible for feature activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding Busy service. Where toll charges are applicable to the call to be forwarded, such charges will be billed to the Call Forwarding Busy customer. This service is limited to two simultaneous calls.

**1. CUSTOM CALLING SERVICES**

**B. DESCRIPTION (Cont'd)**

16. Multiple Simultaneous Call Forwarding - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 9 – Custom Calling Services  
SECTION 1 – Custom Calling Services

6<sup>th</sup> Revised Sheet 5  
Cancels 5<sup>th</sup> Revised Sheet 5  
Effective: March 1, 2023

## 1. CUSTOM CALLING SERVICES

### C. RATES AND CHARGES

	Monthly Rates Per Activation Rates		
	(Residential)	Business)	(Residential and Business)
Call Forwarding	9.25 (I)	9.50	
Call Forward No Answer	9.25 (I)	9.50	
Call Forward Busy/No Answer	9.00 (I)	9.50	
Call Forwarding Busy	9.25 (I)	9.50	
Call Waiting/Cancel Call Waiting	10.25 (I)	10.00	
Three Way Calling:	10.00 (I)	9.00	3.00**
Speed Calling – 30 code:	6.50	6.99	
Distinctive Ring	6.99	5.99	
Anonymous Call Rejection	6.00 (I)	6.50	
Call Return (*69)	6.50	6.99	3.00**
Busy Number Redial (*66)	6.50	6.99	3.00**
Priority Call	5.00	6.00	
Selective Call Acceptance	7.00 (I)	6.00	
Selective Call Forwarding	7.00 (I)	6.99	
Selective Call Rejection	6.50	6.99	
Remote Call Forwarding	29.00	24.50	
Call Trace			8.00* (Business Only)
Call Trace			8.00* (Residence Only)
Caller ID Name	13.75 (I)	14.75	
Multiple Simultaneous Call Forward	N/A	11.00	

\* Max per-activation monthly rate of \$32.50

\*\* Max per-activation monthly rate of \$15.00