

Effective: January 15, 2010

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This Service Catalog will become effective on January 15, 2010 pending approval from the California Public Utilities Commission of Frontier's Advice Letter 113 and 113A.

**SERVICE CATALOG**

Applicable to

**RESALE COMMON CARRIER SERVICE**

of

**FRONTIER COMMUNICATIONS OF AMERICA, INC.**

**U – 5429–C**

Applying to Intrastate Resale Common Carrier Communications Services Between Points  
in the State of California and Containing Rules and Regulations Governing Service.

Effective: January 15, 2010

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Effective: January 15, 2010

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SECTION AA - PRELIMINARY STATEMENT

This catalog contains the regulations and rates applicable to the furnishing of intrastate resale common carrier communications service by FRONTIER COMMUNICATIONS OF AMERICA, INC. between locations within the State of California.

Basic and Optional Service Choices for Intrastate End Users

The long distance offerings contained in this catalog are all optional. Customers may choose the long distance company of their choice. The Company does not offer basic access line service or functional equivalents. Each rate plan shown is offered independent of all other rate plans. The long distance services can be added, changed, or canceled at any time by calling the business office at 800-921-8101 for residential customer service and 800-921-8102 for business customer service. Customers may select any of the rate plans listed without subscribing to any other Company service.

The services are described in the Rules Section and the rates are shown in the Rates Section for business or residential customers.

If the customer uses the services and incurs charges, then the Taxes and Surcharges in the Frontier Communications of America, Inc., Tariff, Schedule 1 are mandatory. The following other charges are mandatory if incurred:

- Insufficient Funds Special Handling Fee
- Late Payment Charge
- Federal Excise Tax
- Emergency Telephone Users Surcharge (9-1-1 Tax)

Sheet No.

N/A  
N/A

**FRONTIER COMMUNICATIONS OF AMERICA, INC.**  
P.O. Box 340 Elk Grove, CA 95759

SERVICE CATALOG  
Section AB  
Original Sheet 1

Effective: January 15, 2010

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SECTION AB - SERVICE AREA MAP

The Company's Exchange Area Maps are contained in the Frontier Communications of America, Inc.,  
Tariff Schedule AB.

Effective: January 15, 2010

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SECTION 1 – OPERATOR SERVICES

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DESCRIPTION

SHEET NO.

1.1 OPERATOR SERVICES

1

Effective: April 1, 2023

SECTION 1 – OPERATOR SERVICES

1.1 OPERATOR SERVICES

APPLICABILITY

Applicable to business and residence customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state

RATES AND CHARGES

InterLATA

<u>Day</u>	<u>Evening</u>		<u>Night</u>		<u>Add'l</u> <u>Minute</u> <u>Minute</u>	
	<u>Add'l</u> <u>Minute</u>	<u>First</u> <u>Minute</u>	<u>Add'l</u> <u>Minute</u>	<u>First</u> <u>Minute</u>		
<u>Mileage</u>						
1 - 20	*	*	*	*	*	*
21 - 40	*	*	*	*	*	*
41 - 70	*	*	*	*	*	*
71 - 100	*	*	*	*	*	*
101 - 150	*	*	*	*	*	*
151- 330	*	*	*	*	*	*
331+	*	*	*	*	*	*

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IntraLATA

<u>Day</u>	<u>Evening</u>		<u>Night</u>		<u>Add'l</u> <u>Minute</u> <u>Minute</u>	
	<u>Add'l</u> <u>Minute</u>	<u>First</u> <u>Minute</u>	<u>Add'l</u> <u>Minute</u>	<u>First</u> <u>Minute</u>		
<u>Mileage</u>						
1 - 12	*	*	*	*	*	*
13 - 16	*	*	*	*	*	*
17 - 20	*	*	*	*	*	*
21 - 25	*	*	*	*	*	*
26 - 30	*	*	*	*	*	*
31 - 40	*	*	*	*	*	*
41 - 50	*	*	*	*	*	*
51 - 70	*	*	*	*	*	*
70+	*	*	*	*	*	*

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SPECIAL CONDITIONS

All calls are billed in one-minute increments. Fractional minutes are calculated to the next higher minute.

If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

The above rates also apply to calls placed by casual callers.

\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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Effective: November 20, 2016

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SECTION 2 – MISCELLANEOUS SERVICE FEATURES

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Directory Assistance	2	(N)

SECTION 2 – MISCELLANEOUS SERVICE FEATURES

2.1 MISCELLANEOUS SERVICE FEATURES

APPLICABILITY

Applicable to miscellaneous service features available to customers as indicated below.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state where facilities and operating conditions permit.

RATES

Operator Services

No Service Charge will apply when the Operator finds the called telephone line to be out of order.

Service Charges are assessed as specified below:

	Per Call	
	CA Markets	GVN Market
Directory Assistance	*	
Directory Assistance - Casual Call C*Talk Service	*	
Directory Assistance Call Completion (DACC)	*	*
Per Minute		
Directory Assistance Call Completion (DACC)	*	*

	Per Call	
	IntraLATA	InterLATA
Operator Assisted Station to Station	*	*
Collect	*	*
Operator Assisted Person to Person	*	*
Operator Assisted Third Number Billed	*	*

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\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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Effective: November 20, 2016

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SECTION 2 – MISCELLANEOUS SERVICE FEATURES

2.1 MISCELLANEOUS SERVICE FEATURES (Continued)

SPECIAL CONDITIONS

Exemptions

A Customer with a physical disability, which limits use of a telephone directory, may be granted an exemption from the Directory Assistance charges shown above, upon completing a Company provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.

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Directory Assistance

Directory Assistance provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator.

The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call.

If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge is applicable. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below.

If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided.

The Directory Assistance charge will be waived for calls to Directory Assistance (other than Directory Assistance Call Completion) by a properly certified hearing impaired Customer who utilizes a TDD to access the service.

Directory Assistance Call Completion (DACC) Rates

When the Customer elects to have the Company automatically place the call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges.

The applicable usage charge is the rate shown in 2.1 preceding.

Effective: November 20, 2016

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SECTION 2 – MISCELLANEOUS SERVICE FEATURES

2.1 MISCELLANEOUS SERVICE FEATURES (Continued)

GENERAL DESCRIPTION

Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

Collect

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.

Operator Assisted Person to Person

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.

Operator Assisted Third Number Billed

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.

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Effective: May 22, 2017

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(L) Material relocated to Sheet 2.

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Effective: September 20, 2020

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(N)

Effective: November 3, 2011

SECTION 3 – SERVICE PLANS

3.1 CITIZENS SIMPLE RATE PLUS

APPLICABILITY

Applicable to Residential Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE	PER CALL
Outbound (1+) - <i>IntraLATA</i>	\$ .0900	
Outbound (1+) - <i>InterLATA</i>	\$ .0900	
Inbound (800)	\$ .2500	

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	MONTHLY RECURRING CHARGE	INITIAL NON-RECURRING CHARGE
Outbound (1+)	\$4.95	\$0

\* *The Company may waive the above MRC and/or NRC charges from time to time.*

<i>Peak Period</i>	8:00 am to 4:59 pm	Monday through Friday
<i>Off-Peak Period</i>	All other times.	

SPECIAL CONDITIONS

All calls are billed in one minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1+ interstate rates as listed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International International Price List.

Effective: November 3, 2011

SECTION 3 – SERVICE PLANS

3.2 VALUE RATE PLAN

APPLICABILITY

Applicable to Residential Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE	
	<i>Peak</i>	<i>Off-Peak</i>
Outbound (1+) - IntraLATA	\$ .1200	\$ .0800
Outbound (1+) - InterLATA	\$ .1500	\$ .1000

	PER MINUTE	PER CALL
Inbound (800)	\$0.2500	

(D)

<i>Peak Period</i>	7:00 am to 6:59 pm	Monday through Friday
<i>Off-Peak Period</i>	7:00 pm to 6:59 am	All other times.

SPECIAL CONDITIONS

All calls are billed in one minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1+ interstate rates as listed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International Price List.

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.3 CITIZENS FREEDOM PLANS

APPLICABILITY

Applicable to Residential Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE		
	RED	WHITE	BLUE
Outbound (1+) - IntraLATA	\$0.06	\$0.06	\$0.06
Outbound (1+) - Intrastate	\$0.07	\$0.10	\$0.11

SPECIAL CONDITIONS

All calls are billed in one minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1-+ interstate rates as listed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International Price List.

Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.4 RESIDENTIAL SIMPLE RATE PLAN

APPLICABILITY

Applicable to Residential Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE
Outbound (1+) - IntraLATA	\$0.10
Outbound (1+) - Intrastate	\$0.10

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SPECIAL CONDITIONS

All calls are billed in one-minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1++ interstate rates as listed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International Price List.



Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.5 FRONTIER BUSINESS TOLL FREE

APPLICABILITY

Applicable to Business Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within or outside the state and terminating at the end user location.

RATES AND CHARGES

	MONTHLY RECURRING CHARGE	PER MINUTE RATE
4 Lines and under	\$4.99	
5 Lines or more	\$2.00	
Rate per minute		\$0.075
Calls Originating from Canada		\$.34

SPECIAL CONDITIONS

Frontier Business Toll Free is a non-distance sensitive 8XX call offering.

Calls are incoming only and are rated in six second increments with an 18 second minimum and 6 second rounding.

Customers must be pic'd to Frontier (694) for both their IntraLATA and InterLATA preferred carrier.

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.6 CITIZENS BUSINESS SERVICE OFFERING

APPLICABILITY

Applicable to Business Customers.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE	PER CALL
Outbound (1+) - <i>IntraLATA</i>	\$.0750	
Outbound (1+) - <i>InterLATA</i>	\$.1125	
Inbound (800) - <i>IntraLATA</i>	\$.0750	
Inbound (800) - <i>InterLATA</i>	\$.1125	

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Rates apply to all rate periods.

SPECIAL CONDITIONS

All calls are billed in six (6) second increments, with an initial sixty (60) second billing increment, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1-+ interstate rates as listed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International International Price List.

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.7 CITIZENS BUSINESS RATE PLUS

Business Rate Plus - LEC Billed

<u>Monthly Volume</u>	<u>Maximum</u>
\$0-\$500	\$.1100
\$501-1000	\$.1100
\$1000+	\$.1100
Intralata 0-1000+	\$.0700

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.8 BUSINESS RATE PLUS – DIRECT BILLED

APPLICABILITY

Rates for interlata are listed in the table below. The intralata rate is a \$.07 flat rate with no discounts to be applied.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

Base Rate \$.11

Monthly Volume	No term					1 Year					2 Year				
	0%	1%	2%	3%	4%	4%	5%	6%	7%	8%	8%	9%	10%	11%	12%
\$501-\$1000	\$0	\$09	\$08	\$07	\$06	\$06	\$05	\$04	\$03	\$02	\$02	\$01	\$00	\$09	\$09
	0	9	8	7	6	6	5	4	3	2	2	1	0	9	8
\$1001-\$2000	4%	5%	6%	7%	8%	8%	9%	10%	11%	12%	12%	13%	14%		
	\$06	\$05	\$04	\$03	\$02	\$02	\$01	\$00	\$09	\$09	\$08	\$07	\$06		
\$2001+	8%	9%	10%	11%	12%	12%	13%	14%			14%	15%	16%	17%	18%
	\$02	\$01	\$00	\$09	\$08	\$08	\$07	\$06			\$06	\$05	\$04	\$03	\$02
											19%	20%			
											\$01	\$00			

SPECIAL CONDITIONS

Business Rate Plus has a base rate of \$.11 with multiple discounts for direct billed rates.

Business Rate Plus has a base rate of \$.11 with no discounts for LEC billed customers.

All calls are billed in six (6) second increments, with an initial eighteen (18) second billing increment, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the interstate rates as listed for business 1+ service as provided in the

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.9 RESERVED FOR FUTURE USE

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Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.10 BUSINESS 250 PLUS SERVICE OFFERING

APPLICABILITY

Applicable to Business Customers billing more than \$250.00 per month.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

Outbound (1+)	\$0.070/minute - <i>IntraLATA</i>
	\$0.090/minute - <i>InterLATA</i>
Inbound (800)	\$0.090/minute

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SPECIAL CONDITIONS

All calls are billed in six (6) second increments, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

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Effective: December 14, 2015

SECTION 3 – SERVICE PLANS

3.11 CITIZENS BUSINESS LONG DISTANCE PLAN <sup>(1)</sup>

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APPLICABILITY

Applicable to Business Customers

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

PER MINUTE RATES			
	1+ RATES	TOLL FREE	
IN-STATE	\$0.060	\$0.060	
INTRALATA	\$0.050	\$0.050	
STATE TO STATE	\$0.070	\$0.070	

SERVICE CHARGES	
Monthly Recurring Charge is located in the Domestic Informational Price List, Section 4.	

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Citizens Business Long Distance Term & Volume Discount Plan

INTRALATA			
	PER MINUTE RATES		
Spending	No Term	1 Year	2 Years
\$0.00 +	\$0.0500	\$0.0475	\$0.0450
\$500.00 +	\$0.0475	\$0.0450	\$0.0425
\$1000.00 +	\$0.0450	\$0.0425	\$0.0400

IN-STATE			
	PER MINUTE RATES		
Spending	No Term	1 Year	2 Years
\$0.00 +	\$0.0600	\$0.0575	\$0.0550
\$500.00 +	\$0.0575	\$0.0550	\$0.0525
\$1000.00 +	\$0.0550	\$0.0525	\$0.0500

SPECIAL CONDITIONS

All calls are billed in six (6) second increments, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of December 14, 2015.

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Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.12 PRIVATE LINE SERVICE OFFERING

Business Dedicated Access Service

APPLICABILITY

Applicable to large volume Business Customers with minimum usage of \$2,000 per month, where facilities are available.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

	PER MINUTE	PER CALL
Outbound (1+)	\$.0800	
Inbound (800)	\$.0800	

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SPECIAL CONDITIONS

Recurring and Installation charges are billed based on actual cost and are subject to California PUC approval. These costs are on an individual case basis as cost is determined based on the distance from the Customer's location to the Company's point of presence.

All calls are billed in six (6) second increments, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

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\* Business Dedicated Access Service rates will not be available to new customers after February 25, 1998



Effective: January 15, 2010

**SECTION 3 – SERVICE PLANS**

**3.12 PRIVATE LINE SERVICE OFFERING (Continued)**

**Business Dedicated Access Service (Continued)**

**APPLICABILITY**

Applicable to large volume Business Customers with minimum usage of \$2,000 per month, where facilities are available. Interlata rates are listed in the table below. Intralata rates are \$.07 flat rate, with no discounts.

**TERRITORY**

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

Base Rate \$.11

Monthly Volume	1 Year					2 Year					3 Year					
	35%	36%	37%	38%	39%	39%	40%	41%	42%		42%	43%	44%	45%	46%	47%
\$2000-\$5000	\$0.0715	\$0.0704	\$0.0693	\$0.0682	\$0.0671	\$0.0671	\$0.0660	\$0.0649	\$0.0638		\$0.0638	\$0.0627	\$0.0616	\$0.0605	\$0.0594	\$0.0583
\$5001-\$10,000	\$0.0671	\$0.0660	\$0.0649	\$0.0638		42%	43%	44%	45%	46%	47%	48%	49%	50%		
						\$0.0638	\$0.0627	\$0.0616	\$0.0605	\$0.0594	\$0.0583	\$0.0572	\$0.0561	\$0.0550		
						47%	48%									
						\$0.0583	\$0.0572									
\$10,001 +	\$0.0638	\$0.0627	\$0.0616	\$0.0605	\$0.0594	\$0.0572	\$0.0561	\$0.0550			50%	51%				
											\$0.0550	\$0.0539				
	47%	48%														
	\$0.0583	\$0.0572														

**SPECIAL CONDITIONS**

Business Rate Plus has a base rate of \$.11 with multiple discounts for direct billed rates.

All calls are billed in six (6) second increments, with an initial eighteen (18) second billing increment, and are flat rated. Fractional minutes are calculated to the next higher increment. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the interstate rates as tariffed for business 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the business 1+ international service as provided in the Company's International Price List.

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SECTION 3 – SERVICE PLANS

3.12 PRIVATE LINE SERVICE OFFERING (Continued)

Point to Point

APPLICABILITY

Applicable to large volume Business Customers, where facilities are available.

TERRITORY

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the state.

RATES AND CHARGES

Monthly Recurring Charges

INTER-OFFICE CHANNEL (IOC)		
Mileage	Fixed	Per Mile
DSI - 1.544 Mbps		
1 - 50	\$1,500.00	\$8.00
51 - 150	\$1,500.00	\$7.50
151 - 1500	\$1,700.00	\$6.00
1501+	\$1,700.00	\$5.70
56 Kbps		
1 - 350	\$250.00	\$3.00
351 - 750	\$250.00	\$2.00
751 - 1500	\$250.00	\$1.00
1501+	\$250.00	\$0.70
Voice Grade		
1 - 750	\$250.00	\$0.36
751 - 1500	\$200.00	\$0.40
1501+	\$200.00	\$0.45

The following discounts apply to the above IOC charges:

TERM	DS1	56K	VOICE
1 Year	34%	14%	2%
2 Year	35%	17%	4%
3 Year	36%	20%	6%
4 Year	37%	22%	8%
5 Year	38%	24%	10%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.12 PRIVATE LINE SERVICE OFFERING (Continued)

Point to Point (Continued)

Monthly Recurring Charges

<b>ACCESS COORDINATION FUNCTION (ACF)</b>	
	<i>per local loop</i>
DS1	\$85.00
56K	\$29.77
VOICE	\$29.75

<b>CENTRAL OFFICE CONNECTION (COC)</b>	
	<i>per local loop</i>
DS1	\$275.00
56K	\$21.30
VOICE	\$22.10

<b>LOCAL LOOP</b>	
DS1	<i>actual telco cost</i>
56K	<i>actual telco cost</i>
VOICE	<i>actual telco cost</i>

Initial Non-Recurring Charges

<b>ACCESS COORDINATION FUNCTION (ACF)</b>	
	<i>per local loop</i>
DS1	\$215.00
56K	\$287.00
VOICE	\$174.00

<b>CENTRAL OFFICE CONNECTION (COC)</b>	
	<i>per local loop</i>
DS1	\$340.00
56K	\$252.00
VOICE	\$215.00

<b>LOCAL LOOP</b>	
DS1	<i>actual telco cost</i>
56K	<i>actual telco cost</i>
VOICE	<i>actual telco cost</i>

\*The Company may waive the above non-recurring charges from time to time.

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.12 PRIVATE LINE SERVICE OFFERING (Continued)

Point to Point (Continued)

SPECIAL CONDITIONS

Point To Point Service may be obtained on a fixed term basis for a period of one (1), two (2), three (3), four (4), or five (5) years. A specified discount, corresponding to the length of the term commitment, that will apply for the life of the plan, will be applied to the Inter-Office Channel (IOC) portion of the charges.

If a Customer terminates service prior to completion of the term commitment, the Customer will pay termination charges for any unexpired portion of the term remaining after the forty-five (45) day notice period required for cancellation of Point to Point Service. The Customer shall be liable for termination charges equal to one hundred percent (100%) of the monthly recurring IOC charges for any remaining portion of the first year of the term, and twenty five percent (25%) of the IOC charge for the remainder of the subsequent years of the term. In addition, the Customer will be liable for any installation charges that were previously waived. A Customer may terminate a Fixed Term Plan prior to its expiration without liability if:

- a) a revision in the catalog results in a higher IOC rate for the Customer and the Customer provides written notice to discontinue the plan within forty-five (45) days of notification of such increase;
- b) the Customer replaces the existing arrangement with a new arrangement which expires on or after the expiration date of the existing plan.

A move charge will apply, to Private Line Services, when the physical location of the dedicated circuit, or a central office location is changed at the Customer's request. A move of this type will be considered a disconnection of service at one location and a reinstallation of the same service at the new location. The Customer will be responsible for the entire reinstallation charges. This type of move will not constitute a break in the original term agreement.

A credit allowance will be given when a Private Line Service is interrupted for more than two hours. Credit will equal one half (1/2) day, or one sixtieth (1/60) of the monthly billing charge, for every outage less than four (4) hours. The credit will equal one day, or one thirtieth (1/30) of the monthly billing charge for each twenty four (24) hour period, or fraction thereof, of an outage lasting more than four (4) hours. An interruption period begins when the Customer alerts the Company of the interruption and releases the circuit for testing and repair. An interruption period ends when the circuit is returned to the Customer in operating condition.

No credit allowances will be made for: a) interruptions due to negligence or willful misconduct by the Customer; b) interruptions due to failure of power, equipment, systems or connections not provided by the Company; c) interruptions due to failure of access outside the Company's serving area; or d) interruptions beyond the control of the Company.

Effective: January 24, 2016

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SECTION 3 – SERVICE PLANS

3.13 FRONTIER BASIC LONG DISTANCE SERVICE

Frontier Basic Long Distance Service is the basic long distance service offered to residential and business customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Calls are billed in one (1) minute increments after an initial minimum call duration of (1) one minute. Any partial minute is rounded up to a full minute. (C)  
(C)

RATES AND CHARGES

	<u>Rates per Minute</u>
Outbound (1+) Intrastate	\$0.40

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.14 COMMERCIAL SERVICE

APPLICABILITY

Commercial Service is a switched access long distance service available to business customers. This service provides direct billing to customers.

TERRITORY

InterLATA and IntraLATA toll telecommunications services are available for inbound and outbound calls originating at any service location within the state and terminating at any point within the state.

RATES

Outbound (1+)	\$0.070/minute - <i>IntraLATA</i> \$0.090/minute - <i>InterLATA</i>
Inbound (800)	\$0.090/minute

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SPECIAL CONDITIONS

One Plus (1+) and 800 services are billed in six second increments. 10XXX service is billed in 60 second increments.

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Interstate calls are rated at the interstate rates as provided in the Company's Domestic Price List.

All international calls are rated as provided in the Company's International Price List.

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.15 FRONTIERWORKS BUSINESS CONNECTIONS LD BUNDLE

APPLICABILITY

FrontierWorks Business Connections LD Bundle is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks Business Connections LD Bundle offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Business Connections Product Suite offered by that associated LEC. This product is only available in conjunction with the FrontierWorks Business Connections LD Bundle plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. A list of FCA associated LECs can be found in Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for *FrontierWorks Business Connections LD Bundle* in conjunction with the *FrontierWorks Business Connections Product Suite* can be found in the local exchange catalog of FCA's associated LEC.

RATE STRUCTURE

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

<b>Monday – Friday</b>		<b>Saturday &amp; Sunday</b>	
<b>E= Evening</b>	12:00 AM - 7:59AM	<b>N = Night</b> 12:00AM Saturday through 11:59 PM on Sunday.	
<b>D= Day</b>	8:00 AM - 4:59PM		
<b>E= Evening</b>	5:00 PM - 11:59PM		

USAGE

Customers enrolled in this product will receive a total of 100 free direct dial 1+ interstate, interLATA or intraLATA minutes per month, measured at the account level. Any usage above the allotted free minutes will be subject to an overage rate that can be found in the rate section of this catalog.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with *FrontierWorks Business Connections LD Bundle*, in increments of 300, 600, and 900 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the *FrontierWorks Business Connections LD Bundle* plan from FCA's interstate Domestic Price List. Customers who select the Enhanced and Versaline Plus package from the *FrontierWorks Business Connections Product Suite* must select at least a 300 minute BOT to participate in this long distance product. Any usage above the 100 free minutes and the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this catalog. Overage rates may vary depending upon which BOT is selected.

SECTION 3 – SERVICE PLANS

3.15 FRONTIERWORKS BUSINESS CONNECTIONS LD BUNDLE (Continued)

USAGE (Continued)

If a new customer to *FrontierWorks Business Connections LD Bundle* signs up mid-billing cycle, free minutes and the BOT minutes will be prorated, based upon number of days of that billing cycle. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: (8XX) toll free inbound, long distance Directory Assistance and 900 calls

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the *FrontierWorks Business Connections Product Suite* of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by *FrontierWorks Business Connections LD Bundle*. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage in excess of the 100 free minutes or the optional BOT minutes are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc. Unused free Minutes and BOT minutes cannot be carried over to another billing cycle. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the respective overage rate for that bundle.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

RATES AND CHARGES

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intratstate
Free –100	\$0.0500	\$0.0700
BOT-300	\$0.0500	\$0.0700
BOT-600	\$0.0500	\$0.0600
BOT-900	\$0.0500	\$0.0600

ANCILLARY CHARGES

An additional \* per call surcharge will be assessed on all calls placed for intrastate Directory Assistance. (T)

\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)



Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.15 FRONTIERWORKS BUSINESS CONNECTIONS LD BUNDLE (Continued)

FRONTIERWORKS BUSINESS CONNECTIONS LD TOLL FREE

Customers enrolled in the FrontierWorks Business Connections bundle can select an optional (8XX) toll free service. Assignment of phone number(s) is at the sole discretion of Frontier Communications of America, Inc. This optional product is only available in conjunction with the *FrontierWorks Business Connections LD Toll Free plan* from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Intrastate (8XX) Usage will be assessed a rate per minute, with rates varying depending upon which BOT the customer is subscribed to at time the call was placed. Intrastate (8XX) Usage will not be applied to the 100 free minutes or the optional block of time minutes.

All Intrastate (8XX) calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

TOLL FREE RATES

	(8XX) Rate per minute
Block of Time (BOT) minutes	Intrastate
Free – 100	\$0.0700
BOT – 300	\$0.0700
BOT – 600	\$0.0600
BOT – 900	\$0.0600

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.16 FRONTIER ONE

Frontier One is a non-distance sensitive, outbound, flat rated switched service option. Frontier One Customers may originate an intrastate call by dialing 1 plus an area code (where necessary) and the desired telephone number.

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RATE STRUCTURE

Frontier One Service is non-distance sensitive, flat rated 24 hours a day, seven days a week service.

The Customers total monthly use of Frontier One service is charged at the per minute rate set forth Section 1.1.2 of this catalog. Frontier One calls are billed in one minute increments, with a one minute minimum for each call. Any fraction of an increment is rounded to the next whole increment.

USAGE RATES

1. The Following per minute usage rates apply to all calls under Frontier One (including Company recognized holidays):

<u>Day</u>	<u>Evening/Night</u>	<u>Weekend</u>
\$0.1500	\$0.1500	\$0.1500

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Effective: January 15, 2010

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## SECTION 3 – SERVICE PLANS

### 3.17 FRONTIER INDEPENDENCE

Frontier Independence is a long distance service which provides customers with a single per minute rate for both their inbound (8XX) and outbound (1+) usage. Independence customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Independence customers designated location by users dialing 1 plus the Independence customer's 8XX telephone number.

Independence service is a flat rated, non-distance sensitive switched service, twenty four (24) hours a day, seven (7) days a week, including Carrier recognized holidays. The applicable per minute rates are set forth in the following, and are based on the Independence product plan selected.

#### 1. Independence Switched Access

Independence switched 1 plus and 8XX calls are billed in six second increments, with an eighteen second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

Switched Access Independence service option customers may subscribe to the service on a month-to-month basis or, subscribe to one of five service plans. In each of the five plans the customer must commit to either a one year (12 month), two year (24 month), or three year (36 month) term agreement. Customers electing to subscribe to one of the five plans will receive one of the applicable per minute discount rates off the one year base rate. The applicable discounts are set forth in the following.

Independence switched term plan options will automatically revert to the month-to-month service plan unless the customer notifies the Carrier in writing before the end of the term that the customer intends to terminate the agreement at the completion of the term of the current plan. The Carrier will notify the Customer at least 60 days prior to the end of their current agreement that the end of the term is approaching. There is a minimum monthly usage level (MMUL) for each term plan option as set forth in the following. The customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. A monthly termination fee, equal to the MMUL of the term plan that the Independence customer is subscribing to, will be assessed per month for each of the remaining months in the current month term after a Independence customer terminates service prior to the completion of the then current term of service.

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.17 FRONTIER INDEPENDENCE (Continued)

1. Independence Switched Access (Continued)

RATES AND CHARGES

The following per minute rates are applicable to all Independence 1+ and 8xx calls, for each month-to-month and term plan option, as indicated below:

	<u>InterLATA</u>	<u>IntraLATA</u>
Month-to-Month (MMUL) \$0	\$0.0925/minute	\$0.0700/minute
1 Year Term (MMUL) \$25	\$0.0825/minute	\$0.0600/minute
1 Year Term (MMUL) \$200	\$0.0825/minute	\$0.0600/minute
1 Year Term (MMUL)\$1,000	\$0.0775/minute	\$0.0600/minute
1 Year Term (MMUL)\$3,000	\$0.0775/minute	\$0.0600/minute
1 Year Term (MMUL)\$5,000	\$0.0775/minute	\$0.0600/minute

\* Additional per minute discount for two-year commitment versus one-year commitment:  
\$0.0025/minute

Additional per minute discount for three year commitment versus one year commitment:  
\$0.0050/minute

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.17 FRONTIER INDEPENDENCE (Continued)

2. Independence Multipoint 800 Service

Multipoint 800 Service is a shared, inward switched service which permits inbound calls, originated by dialing an "800" number to terminate at a Multipoint 800 customer's common line (i.e., business or residential line), provided a valid personal identification routing number (PIRN) is entered by the caller. The Multipoint 800 customer is billed for the calls rather than the call originator. Multipoint 800 intrastate service is only available in conjunction with Multipoint 800 interstate service. Multipoint 800 service completes calls to a Carrier assigned 800 telephone number. The PIRNS entered by the caller determine the customer-designated telephone number to which the 800 call will terminate. Each Customer may request any combination of the four digit PIRNS, excluding the PIRNs reserved for special use by the Company. Multipoint 800 service employs shared 800 telephone numbers and, by conversion to Multipoint 800 service, the Multipoint 800 customer releases any ownership or exclusive rights of its 800 telephone number to the Carrier. Under the nonvalidated option, Multipoint 800 customers may receive inbound Multipoint 800 calls even if the calling party enters no PIRN or an incorrect PIRN. Under the validated option, the Multipoint 800 customer may receive Multipoint 800 inbound calls only when the correct PIRN is entered by the calling party.

RATES AND CHARGES

The following per minute rates are applicable to all Independence Multipoint 8XX calls:

	<u>Business Hours</u>	<u>Off Hours</u>
Validated:	\$0.1650/minute	\$0.1650/minute
Non-validated:	\$0.1550/minute	\$0.1550/minute

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.17 FRONTIER INDEPENDENCE (Continued)

3. Independence Dedicated Access

Frontier Independence Dedicated Access 1 plus and 8XX calls are billed in six second increments, with a six second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

Subscribers to Independence Dedicated Access service must commit to either a one year (12 month), two year (24 month) or three year (36 month) term agreement. Applicable per minute rates for Independence Dedicated Access service are set forth following.

Independence dedicated term plans will automatically renew the existing plan unless the customer notifies the Carrier in writing before the end of the term that the customer intends to terminate the agreement at the completion of the term of the current plan. The Carrier will notify the Customer at least 60 days prior to the end of their current agreement that the end of the term is approaching. There is a minimum monthly usage level (MMUL) for each term plan option. The customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. A monthly termination fee, equal to the MMUL of the term plan that the Independence customer is subscribing to, will be assessed per month for each of the remaining months in the current month term after a Independence customer terminates service prior to the completion of the then current term of service

RATES AND CHARGES

The following per minute rates are applicable to all Independence 1+ and 8XX calls for each term plan indicated below:

	<u>InterLATA</u>	<u>IntraLATA</u>
1 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0550	\$0.0400
2 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0550	\$0.0400
3 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0550	\$0.0400

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

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Effective: November 3, 2011

SECTION 3 – SERVICE PLANS

3.18 FRONTIER COMMON SENSE

Frontier Common Sense service allows customers to select either switched or dedicated outbound and inbound service. Common Sense customers may select one of three options. It is only available in conjunction with Frontier's interstate Common Sense service. Frontier Common Sense customers may originate outbound intrastate calls by dialing 1 plus an area code and the desired telephone number, or by dialing 101XXXX and then the area code and the desired telephone number. Inbound calls are originated to the Common Sense customer's designated location by users dialing 1+ the Common Sense customer's 800 telephone number. Frontier Common Sense calls are based on length of call, and time of day.

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The customer's total monthly use of Frontier Common Sense (switched, dedicated and travel) service is charged at the applicable rates per minute. Frontier Common Sense switched and dedicated outbound calls are billed in six second increments, with a six second minimum for each call. Frontier Common Sense switched and dedicated inbound calls are billed in six second increments, with an eighteen second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

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There is a monthly minimum usage charge (MMUC) associated with Common Sense service option selected. Beginning with the customers' second invoice, and for the remaining months of any term plan commitment, the customer may be charged the difference between the gross account usage and the MMUC if the gross account usage is less than the MMUC. In addition, Common Sense customers who commit to a service term may receive additional discount credits based on their monthly usage level and term commitment.

Calls made to directory assistance telephone numbers are charged on a per call basis.

RATES AND CHARGES

Minimum Monthly Usage Charge (MMUC)

Option I	up to \$100
Option II	up to \$1,000
Option III	up to \$3,500

Term Plan Discount Credits

Monthly Usage Level	1 Year Term Discount Credit	2 Year Term Discount Credit	3 Year Term Discount Credit
Option I	0%	2%	4%
Option II	0%	2%	4%
Option III - Switched	0%	2%	4%
Option III - Dedicated	0%	2%	4%



Effective: November 3, 2011

SECTION 3 – SERVICE PLANS

3.18 FRONTIER COMMON SENSE (Continued)

RATES AND CHARGES (Continued)

Usage Rates

The following per minute rates are applicable to all Frontier Common Sense switched, dedicated and travel calls as specified below:

	InterLATA		IntraLATA	
	Peak Rates	Off Peak Rates	Peak Rates	Off Peak Rates
<b>OPTION I</b>				
Switched Outbound	\$0.1190	\$0.1070	\$0.0700	\$0.0700
Switched Inbound	\$0.1220	\$0.1100	\$0.1220	\$0.1100
<b>OPTION II</b>				
Switched Outbound	\$0.1140	\$0.1020	\$0.0700	\$0.0700
Switched Inbound	\$0.1170	\$0.1050	\$0.1170	\$0.1050
<b>OPTION III</b>				
Switched Outbound	\$0.1090	\$0.0980	\$0.0700	\$0.0700
Switched Inbound	\$0.1120	\$0.1010	\$0.1120	\$0.1010
Dedicated Outbound	\$0.0880	\$0.0790	\$0.0880	\$0.0790
Dedicated Inbound	\$0.0890	\$0.0800	\$0.0890	\$0.0800

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Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.19 FRONTIER HOME SAVER

HomeSaver is a two-way switched access service offered only in conjunction with Frontier's interstate HomeSaver service, wherein customers are provided with mileage based per minute rates for both inbound (800) and outbound (1+) service. HomeSaver customers may be billed directly or via their credit card for intrastate and interstate calls that terminate to the customer's HomeSaver station, and are billed to the called party rather than the call originators. HomeSaver customers may originate outbound intrastate calls by dialing 1 plus an area code and the desired telephone number or by dialing 101XXXX and then the area code and the desired telephone number.

RATE STRUCTURE

The customer's total monthly use of HomeSaver service is charged at the applicable rates per minute and service hours. Calls are rated based upon the length of call, the distance between the originating and terminating locations of each call and time of day. HomeSaver outbound calls are billed in one minute increments, with a one minute minimum for each call. HomeSaver inbound (800) calls are billed in six second increments with a one minute per call minimum. Any fraction of an increment is rounded up to the next whole increment.

1. HomeSaver Access (Travel) Service

Customers who are presubscribed to HomeSaver service will also be eligible for HomeSaver Access (Travel) service. HomeSaver Access (Travel) service is billed in six (6) second increments with a one minute per call minimum, and is not available on a stand alone basis. Calls made to directory assistance telephone numbers are charged on a per call basis.

RATES AND CHARGES

HomeSaver (1+)

The following per minute rates apply to all HomeSaver non-800 originated calls:

<u>MILEAGE</u>	<u>DAY</u>	<u>EVENING/NIGHT/WEEKEND</u>
1 - 21	0.1500	0.0600
22 - 40	0.1500	0.0600
41 - 70	0.1500	0.0600
71 - 100	0.1500	0.0600
101 - 150	0.1500	0.0600
151 - 330	0.1500	0.0600
331 +	0.1500	0.0600
IntraLATA*	0.1000	0.1000

\* IntraLATA rates applicable only to Outbound 1+ HomeSaver Calls (i.e., excluding 800 calls and HomeSaver Access calls).

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.19 FRONTIER HOME SAVER (Continued)

RATES AND CHARGES (Continued)

HomeSaver (800)

The following per minute rates are applicable to all Homesaver 800 originated calls.

<u>DAY</u>	<u>EVENING/NIGHT/WEEKEND</u>
0.2400	0.1900

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Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.20 RESERVED FOR FUTURE USE

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Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP

Frontier VIP Standard and VIP Plus are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched and dedicated usage. VIP Standard and VIP Plus are offered dependant upon the availability of Carrier capability.

RATE STRUCTURE

Frontier VIP switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

Customers may subscribe to Frontier VIP Standard and VIP Plus switched and dedicated service on either a Month-to-Month, one, two or three year Term Plan. The Customer's total monthly usage of Frontier VIP is charged at the applicable per minute rates set forth in Flexible Rate Schedule of this catalog. Frontier VIP switched inbound (8XX) and outbound service is billed in six-second increments, with an eighteen-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up or down to the nearest whole cent.

Subscribers to VIP Standard and VIP Plus term plan service will be eligible to receive discounts on domestic 1+ and domestic Toll-Free calls. Applicable discounts are based on total monthly (domestic) usage for the respective service. VIP Standard total usage does not include the local services of affiliated ILECs with a billing and collection agreement with the Carrier, while VIP Plus total usage does include these local services. All discount credits will be applied against the customer's interstate usage. Applicable discounts are set forth in Flexible Rate Schedule of this catalog. Subscribers to Frontier VIP Term Plan services will receive a percent discount off the switched or dedicated Term Plan base rate, based on the Term Plan selected. The Volume Discount Levels and applicable discounts are specified in Flexible Rate Schedule of this catalog.

Frontier VIP Standard Term Plans will automatically renew for successive twelve (12) month periods unless the Customer notifies the Carrier in writing before the end of their current term of their intention to terminate the agreement at the completion of the term. Frontier VIP Plus Term Plans will default to VIP Standard month-to-month plans if not renewed. Customers electing to continue receiving service without renewing their current term commitment will automatically revert to the respective switched current effective base rate.

A termination fee, equal to the Number of lines cancelled x number of months remaining on the contract x \$25.00, will be assessed when a VIP Standard or VIP Plus Customer terminates service prior to the completion of the then current term. For a dedicated service customer the "number of lines" is equal to the number of channels (i.e., a T1 loop would constitute 24 lines).

Frontier VIP may be applied at the parent or child account levels. (Allowing different child accounts to have different long distance products). For customers with VIP Plan at the parent account level, all qualified billing rolls up to the parent to determine total monthly billing and the appropriate "super-volume" discount level for that month. Child account discounting will be applied based on the higher (parent or child) VIP Plan term and "total volume" discount. Discounts will be shown per call type at the account level on billing statements.

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

ANCILLARY SERVICES

An additional \* per call surcharge will be assessed on all calls placed for intrastate Directory Assistance. Frontier TravelCard may be used in conjunction with this service. (T)

RATES AND CHAREGS

1. VIP Standard - Dedicated Term Plan Discounts

InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0720

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0720

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

1. VIP Standard - Dedicated Term Plan Discounts (Continued)

IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0570

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0720

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

2. VIP Plus - Dedicated Term Plan Discounts

InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0720

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$0.00 to \$99.99	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0720

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%



Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

2. VIP Plus - Dedicated Term Plan Discounts (Continued)

IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0570

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$0.00 to \$99.99	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0720

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

3. VIP Standard - Switched Term Plan Discounts

InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0900

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	11.00%	38.70%
\$2,500	7.00%	18.00%	11.00%	38.70%
\$5,000	7.00%	18.00%	11.00%	38.70%
\$10,000	7.00%	18.00%	11.00%	38.70%

InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0900

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	11.00%	38.70%
\$2,500	7.00%	18.00%	11.00%	38.70%
\$5,000	7.00%	18.00%	11.00%	38.70%
\$10,000	7.00%	18.00%	11.00%	38.70%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

3. VIP Standard - Switched Term Plan Discounts Continued)

IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0750

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	11.00%	38.70%
\$2,500	7.00%	18.00%	11.00%	38.70%
\$5,000	7.00%	18.00%	11.00%	38.70%
\$10,000	7.00%	18.00%	11.00%	38.70%

IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0900

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	11.00%	38.70%
\$2,500	7.00%	18.00%	11.00%	38.70%
\$5,000	7.00%	18.00%	11.00%	38.70%
\$10,000	7.00%	18.00%	11.00%	38.70%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

4. VIP Plus - Switched Term Plan Discounts

InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0900

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0900

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: January 15, 2010

SECTION 3 – SERVICE PLANS

3.21 FRONTIER VIP (Continued)

RATES AND CHAREGS (Continued)

4. VIP Plus - Switched Term Plan Discounts (Continued)

IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.0750

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.0900

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: November 3, 2011

SECTION 3 – SERVICE PLANS

3.22 FRONTIERWORKS LD

FrontierWorks LD is a non-distance sensitive product that includes direct dial 1+ outbound service and (8XX) toll free inbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks LD offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Small Business Solutions product offered by that associated LEC. This product is only available in conjunction with the FrontierWorks LD plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for FrontierWorks LD in conjunction with the FrontierWorks Small Business Solutions product can be found in the local exchange catalog of FCA's associated LEC.

RATE STRUCTURE

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

<b>Monday - Friday</b>		<b>Saturday &amp; Sunday</b>
<b>N = Night</b>	12:00 AM - 7:59AM	<b>N = Night</b> 12:00AM Saturday through 11:59 PM on Sunday.
<b>D = Day</b>	8:00 AM - 4:59PM	
<b>E = Evening</b>	5:00 PM - 11:59PM	

USAGE

Customers enrolled in this product will receive a total of 100 free direct dial 1+ and (8XX) toll free interstate, interLATA or intraLATA minutes per month, measured at the account level. Any usage above the allotted free minutes will be subject to an overage rate that can be found following in this section.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with FrontierWorks LD, in monthly increments of 250, 500, and 1000 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the FrontierWorks LD Plan from Frontier Communications of America's interstate Domestic Price List. Any usage above the 100 free minutes and the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the current rates and charges section of this catalog. Unused free or BOT minutes do not carry over to the next bill cycle.

Overage rates may vary depending upon which BOT is selected. If a new customer to FrontierWorks LD signs up mid-billing cycle, free minutes and the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance and 900 calls.

Effective: April 1, 2023

SECTION 3 – SERVICE PLANS

3.22 FRONTIERWORKS LD (Continued)

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the FrontierWorks Small Business Solutions product of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by FrontierWorks LD. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product.

Interstate rates for usage outside the zero-rated minutes or the optional BOT minutes are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of eighteen seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

ANCILLARY CHARGES

An additional \* per call surcharge will be assessed on all calls placed for intrastate Directory Assistance. (T)

An additional per-call payphone surcharge applies for all calls originated from a payphone location.

RATES AND CHARGES

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intratstate
Free – 100	\$0.0650	\$0.0700
BOT – 250	\$0.0550	\$0.0600
BOT – 500	\$0.0550	\$0.0600
BOT – 1000	\$0.0550	\$0.0600

\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.23 FREEDOM CALLING PLAN – VERSION A

Freedom Calling is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription to Frontier Communications of America, Inc. (FCA) is required to subscribe to Freedom Calling. Primary and all secondary lines must subscribe to the Freedom Calling plan offered by Frontier Communications of America, Inc. (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the Freedom Calling plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

RATE STRUCTURE

Freedom Calling calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

USAGE

With the Freedom Calling option, usage is available in 300 or 600-minute domestic blocks of time (BOT). The BOT is applied at the account level. The Monthly Recurring Charge (MRC) for the 300 or 600-minute BOT for Freedom Calling can be found in the FCA's Domestic Informational Pricelist. Any usage above the allotted 300 or 600-minute blocks of time will be subject to an overage rate that can be found in the rate section of this catalog. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. Domestic calling is within the United States including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands, Guam and Saipan only. The 300 or 600-minute BOT do not include toll free, long distance directory assistance or international termination of 1+ dialed calls.

(C)

If a new customer to Freedom Calling subscribes mid-billing cycle, BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears.

Interstate usage rates are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

Freedom Calling may be used in conjunction with the Frontier Choices service offering in FCA's Domestic Informational Pricelist.



Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.23 FREEDOM CALLING PLAN – VERSION A (Continued)

ANCILLARY CHARGES

An additional per call surcharge will be assessed on all calls placed for intrastate Directory Assistance, and rates can be found in the rate section of this catalog.

RATES

RATE PER MINUTE		
Block of Time (BOT) minutes	IntraLATA/Intrastate	InterLATA/Intrastate
300	\$0.0500	\$0.0700
600	\$0.0500	\$0.0600

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.24 FRONTIER DESTINATIONS

Frontier Destinations State to State and Frontier Destinations Instate are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched usage. Destinations State to State and Destinations Instate are offered dependant upon the availability of Carrier capability. This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the respective Frontier Destinations plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. If a customer selects this service, all lines pre-subscribed to Frontier Communications of America, Inc. are to be on this account level plan.

RATE STRUCTURE

Destinations State to State and Destinations Instate switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

USAGE CHARGES

Customers may subscribe to Destinations State to State or Destinations Instate switched service on either a Month-to-Month, one or two year Term Plan. The Customer's total monthly usage is charged at the applicable per minute rates set forth following. Frontier Destinations State to State and Frontier Destinations Instate switched inbound (8XX) and outbound service is billed in six-second increments, with a thirty-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up to the nearest whole cent.

Frontier Destinations State to State and Destinations Instate Term Plans will automatically renew for successive twelve (12) month periods, and will continue to renew for additional one year periods at the then current rates in effect for a one or two year term unless the Customer notifies the Carrier in writing 60 days before the end of their current term of their intention to terminate the agreement at the completion of the term. During the term, rates may be changed for the plan with 30 days notice. If the rate is an increase, customers will have 30 days from the date notified to make a change or cancel their long distance contract without penalty.

A customer may change between any currently available Frontier term plan without penalty if the term commitment for the new plan is equal or longer than the remaining term commitment of the old plan

A termination fee, equal to the Number of accounts cancelled multiplied by the number of months remaining on the contract multiplied by \$50.00, will be assessed when a Destinations State to State and Destinations Instate Customer terminates service prior to the completion of the then current term.

Effective: November 3, 2011

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SECTION 3 – SERVICE PLANS

3.24 FRONTIER DESTINATIONS (Continued)

Ancillary Services

An additional per call surcharge will be assessed on all calls placed for intrastate Directory Assistance. (C)

Rates and Charges

In State Rates:

	<b>Frontier Destinations Instate</b> Rates per minute of use		
Term Plan Commitment	Month to Month	1 Year	2 Year
	\$0.0400	0.0375	0.0350

State to State Rates:

	<b>Frontier Destinations State-to-State</b> Rates per minute of use		
Term Plan Commitment	Month to Month	1 Year	2 Year
	\$0.0700	0.0675	0.0575

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.25 FRONTIER SMALL BUSINESS ADVANTAGE LD, VERSION B

Frontier Small Business Advantage LD is a non-distance sensitive product that includes direct dial 1+ intrastate and interstate outbound service and optional (8XX) toll free inbound service. This product is only available in conjunction with the Frontier Small Business Advantage LD plan from Frontier Communications of America, Inc.'s (FCA) interstate Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the Frontier Small Business Advantage product offered by that associated LEC. A list of FCA associated LECs can be found in FCA's interstate Domestic Price List. Pre-subscription of all lines within the LEC product offering is required to subscribe to Frontier Small Business Advantage LD offered by FCA.

Customers that select this long distance product commit to a two-year term plan and are subject to rules and regulations of early termination liability in conjunction with the Frontier Small Business Advantage product. Early termination liability rules and regulations can be found in the local exchange catalog of FCA's associated LEC. If any line that is pre-subscribed to this product has pre-subscription removed at the request of customer prior to expiration of the term commitment, the customer has cancelled service and early termination penalties as defined in the local exchange catalog of FCA's associated LEC will apply. At conclusion of satisfied contract, unless otherwise changed or modified, contract will auto-renew for an additional term length equal to the original contract term period.

Customers enrolled in the Frontier Small Business Advantage LD can select an optional (8XX) inbound toll free service. Assignment of phone number(s) is at the sole discretion of FCA. This optional product is only available in conjunction with the Frontier Small Business Advantage LD *Toll Free option* from FCA's interstate Domestic Price List.

RATE STRUCTURE

Frontier Small Business Advantage LD switched calls are non-distance sensitive, flat-rated, with the following rating periods:

<b>Monday – Friday</b>		<b>Saturday &amp; Sunday</b>
<b>D= Day</b>	8:00 AM - 4:59PM	<b>N = Night</b> 12:00AM Saturday through 11:59 PM on Sunday.
<b>E= Evening</b>	5:00 PM - 11:59PM	
<b>N= Night</b>	12:00 AM - 7:59AM	

SECTION 3 – SERVICE PLANS

3.25 FRONTIER SMALL BUSINESS ADVANTAGE LD, VERSION B (Continued)

USAGE CHARGES

A single Block of Time (BOT) quantity of minutes must be ordered in conjunction with Frontier Small Business Advantage LD, in monthly increments of 200, 400, and 600 intrastate and interstate minutes, for an additional monthly recurring charge (MRC) applied at the account level. If the optional (800) toll free service is selected, those minutes will be included in the BOT minutes, and the MRC for the optional (800) toll free service is applied on a per number basis. The MRCs for the BOT and the optional toll free service can be found in the Frontier Small Business Advantage LD plan from FCA’s interstate Domestic Price List. If a customer has multiple lines on the account, minutes of use will be allocated to the block of time allotments in sequential order from lowest to highest of the ten digit line numbers on the customer’s account that are subscribed to this plan. Any excess BOT minutes not used for any give billing month will expire and cannot be used against any other month’s usage. Any usage above the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this catalog. Overage rates may vary depending upon which BOT is selected.

If a new customer to Frontier Small Business Advantage LD signs up mid-billing cycle, the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance and 900 calls.

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the Frontier Small Business Advantage product of the associated LEC, those lines are not eligible for the BOT selection offered by this product. If a customer selects an FCA product for auxiliary lines other than Frontier Small Business Advantage LD, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage outside the BOT minutes are found in the Domestic Price List of FCA. International rates for this product are found in the International Product Guide of FCA.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

USAGE RATES

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intrastate
BOT- 300	\$0.0600	\$0.0600
BOT- 600	\$0.0500	\$0.0500
BOT- 900	\$0.0400	\$0.0400

ANCILLARY CHARGES

An additional \* per call surcharge will be assessed on all calls placed for intrastate Directory Assistance. (T)

\*Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.26 FRONTIER DIGITAL PHONE-2010 SERVICE – Grandfathered as of July 14, 2012

(C)

Frontier Digital Phone-2010 Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Choices. This product is only available in conjunction with the Frontier Digital Phone-2010 Service plan from FCA's Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone-2010 Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone-2010 Service option.

RATES AND CHARGES

Frontier Digital Phone-2010 Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

USAGE CHARGES

With the Frontier Digital Phone-2010 Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone-2010 Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone-2010 Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone-2010 Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone-2010 Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone-2010 Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this catalog (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this catalog.

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.26 FRONTIER DIGITAL PHONE-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued) (C)

USAGE CHARGES (Continued)

The Monthly Recurring Charge (MRC) for Frontier Digital Phone-2010 Service is billed in advance and can be found in FCA's Interstate Domestic Price List. If a new customer to Frontier Digital Phone-2010 Service enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone-2010 Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a per minute domestic rate defined in this catalog. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone-2010 Service, where available.

RATES AND CHARGES

<u>Additional Phone Lines</u>	<u>Rate Per Minute</u>
Day	\$0.10
Evening	\$0.10
Night/Weekend	\$0.10

Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.27 FRONTIER DIGITAL PHONE SILVER – GRANDFATHERED as of July 16, 2009

(T)

As of 7/16/09 this service has been grandfathered and is limited to customers at their existing locations.

Frontier Digital Phone Silver is a non-distance sensitive product that includes direct dial 1+ intrastate outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Phone Silver. This plan is available to customers of Citizens Telecommunications Company of California with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Silver local service product offered by Citizens Telecommunications Company of California and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Silver Service option.

RATES AND CHARGES

Frontier Digital Phone Silver Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

USAGE CHARGES

With the Frontier Digital Phone Silver Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Silver long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Silver Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone Silver Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Silver Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following.



Effective: August 1, 2024

SECTION 3 – SERVICE PLANS

3.27 FRONTIER DIGITAL PHONE SILVER – GRANDFATHERED as of July 16, 2009 (Continued)

USAGE CHARGES (Continued)

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Silver service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this catalog (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this catalog.

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Silver Service is billed in advance. If a new customer to Frontier Digital Phone Silver Service enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a per minute domestic rate defined in this catalog. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

RATES AND CHARGES

	California Embedded Market	Golden State Market	Tuolumne Market	GVN Market	
Monthly Rate	\$25.00	\$25.00	\$25.00	\$31.95	(l)
Intrastate Monthly Rate					
Zone 1				\$27.00	(l)
Zone 2				27.00	(l)
Zone 3				27.00	(l)
San Antonio				27.00	(l)

Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.28 RESERVED FOR FUTURE USE

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Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.28 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.29 FRONTIER UNLIMITEDCA-of Golden State X1

Frontier UnlimitedCA is a non-distance sensitive product that includes direct dial 1+ intrastate outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier UnlimitedCA. This plan is available to customers of Citizens Telecommunications Company of the Golden State with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier UnlimitedCA Service local service product offered by Citizens Telecommunications Company of the Golden State and must be on the main billing number on the account in order to be eligible for the Frontier UnlimitedCA Service option.

RATES AND CHARGES

Frontier UnlimitedCA Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night
E= Evening	5:00 PM - 11:59PM	12:00 AM Saturday through 11:59 PM on Sunday.
N= Night	12:00 AM - 7:59AM	

USAGE CHAREGS

With the Frontier UnlimitedCA Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier UnlimitedCA Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier UnlimitedCA Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier UnlimitedCA Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier UnlimitedCA Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following.

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SECTION 3 – SERVICE PLANS

3.29 FRONTIER UNLIMITEDCA-of Golden State X1 (Continued)

USAGE CHAREGS (Continued)

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier UnlimitedCA service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this catalog (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this catalog.

The Monthly Recurring Charge (MRC) for Frontier UnlimitedCA Service is billed in advance. If a new customer to Frontier UnlimitedCA Service enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a per minute domestic rate defined in this catalog. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

Rates

Monthly Service Rate	\$22.00	(l)
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Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.30 RESERVED FOR FUTURE USE

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(D)

Effective: July 20, 2014

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SECTION 3 – SERVICE PLANS

3.30 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 15, 2010

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SECTION 3 – SERVICE PLANS

3.31 FRONTIER BUSINESS METRO SERVICE

Frontier Business Metro is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required. The customer must subscribe to the Frontier Business Metro local service product offered by the associated LEC in order to be eligible for the Frontier Business Metro.

RATE STRUCTURE

Frontier Business Metro calls are non-distance sensitive, flat-rated with the following rating periods.

Monday-Friday		Saturday & Sunday
E=Evening	12:00AM-7:59AM	N=Night
D=Day	8:00AM-4:59PM	12:00AM Sat-11:59 on Sunday
Evening	5:00PM-11:59PM	

USAGE CHAREGS

Charges for direct dialed outgoing voice minutes of use are covered under the monthly recurring charge ('MRC') with the Frontier Business Metro Plan. Usage including, but not limited to, International calling, Directory Assistance Service, Operator Services, Collect or Person to Person calls, 900, 976, 700 calls, calls to access information services, and internet usage fees and surcharges are not included as part of the MRC and will be charged separately. The Plan may only be used for voice applications and may not be used for the transmission of data, for Internet connections, or for any other non-voice application.

This service may not be used for autodialing, long distance Internet or Intranet access (including access to corporate LANs), call center and certain switching applications. The Unlimited Rate Plan is not available with PBX trunks, ground start lines or trunks, ISDN services, Centrex Service, remote call forwarding services, foreign exchange services, foreign central office services, foreign zone services, public telephone services, and analog to digital conversion digital PBX services or the equivalents of any such services. If the Customer uses this service for any non-eligible purpose, including but not limited to the examples noted above, Frontier may immediately suspend, restrict, cancel or terminate the service.

The Company reserves the right, in its sole discretion, to (1) cancel service for violation of these terms and conditions of service at any time and/or (2) bill and adjust from the initial abuse, all calls at a per minute rate. By selecting the Plan, Customer agrees to use the service in accordance with these term and conditions and to indemnify and hold Frontier, its parent, subsidiaries and affiliates, harmless from any claims resulting from use or misuse of its products and services.

The Terms and Conditions may be revised periodically without notice. Customers agree that revisions are applicable to your then current service and usage.



Effective: May 8, 2013

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SECTION 3 – SERVICE PLANS

3.31 FRONTIER BUSINESS METRO SERVICE (Continued)

USAGE CHAREGS (Continued)

Customer account usage and calling patterns may be reviewed periodically at the discretion of the Company. Depending on the evaluation results, Customers whose use constitutes, in the Company's sole discretion, violation of this policy will be notified in writing that their Frontier Business Unlimited Plan may be terminated and/or Frontier may adjust the charges to a higher priced per minute usage plan as a result of prohibited use/abuse. Frontier reserves the right, in the event of prohibited use, abuse, or fraud, to terminate service immediately without notice or exigent circumstances.

If a new customer to Frontier Business Metro signs up mid-billing cycle, the MRC will be prorated. Usage will be billed in arrears.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line, the Frontier Unlimited Bundle will automatically be removed from the line and thus the customers account.

Rates and Charges

	<u>Monthly Charge</u>	
Frontier Business Metro	\$17.00	(I)
Non-eligible calls	<u>Rate per minute</u>	
Day	\$.05	
Evening	\$.05	
Night/Weekend	\$.05	

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.32 FRONTIER UNLIMITED STATE-2010 – Grandfathered as of July 14, 2012

(C)

GENERAL

Frontier Unlimited State-2010 is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Unlimited State-2010 local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Unlimited State-2010 option.

RATES AND CHARGES

Frontier Unlimited State-2010 calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday	Saturday & Sunday
E= Evening 12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D= Day 8:00 AM - 4:59PM	
E= Evening 5:00 PM - 11:59PM	

USAGE CHARGES

With the Frontier Unlimited State-2010 option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

The Frontier Unlimited State-2010 service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier Unlimited State-2010 service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Unlimited State-2010 service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements.

Effective: August 1, 2024

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SECTION 3 – SERVICE PLANS

3.32 FRONTIER UNLIMITED STATE-2010 – Grandfathered as of July 14, 2012 (Continued)

USAGE CHARGES (Continued)

If it is determined that the usage on the Frontier Unlimited State-2010 is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Unlimited State-2010 plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this catalog. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Unlimited State-2010, where available.

RATES AND CHARGES

The Monthly Recurring Charge (MRC) for Frontier Unlimited State-2010 is billed in advance. If a new customer to Frontier Unlimited State-2010 enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the service before the end of the one year period, a termination fee of \$200.00 applies

FRONTIER UNLIMITED STATE-2010      Monthly Charge

Intrastate Rate      \$28.00

(I)

Additional Phone Lines      Rate Per Minute

Day      \$0.10  
Evening      \$0.10  
Night/Weekend      \$0.10

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.33 FRONTIER DIGITAL PHONE STATE UNLIMITED-2010 – Grandfathered as of July 14, 2012 (C)

Frontier State Unlimited-2010 is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital State Unlimited-2010 local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier State Unlimited-2010 option.

RATES AND CHARGES

Frontier Digital Phone State Unlimited-2010 calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday	Saturday & Sunday
E= Evening 12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D= Day 8:00 AM - 4:59PM	
E= Evening 5:00 PM - 11:59PM	

USAGE CHARGES

With the Frontier Digital Phone State Unlimited-2010 option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

The Frontier Digital Phone State Unlimited-2010 service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier State Unlimited-2010 service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Unlimited State-2010 service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier State Unlimited-2010 is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls),

Effective: August 1, 2024

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SECTION 3 – SERVICE PLANS

3.33 FRONTIER DIGITAL PHONE STATE UNLIMITED-2010 – Grandfathered as of July 14, 2012  
(Continued)

USAGE CHARGES (Continued)

Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier State Unlimited-2010 plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this Service Catalog. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Unlimited State-2010, where available.

MONTHLY RECURRING CHARGES

The Monthly Recurring Charge (MRC) for Frontier State Unlimited-2010 is billed in advance. If a new customer to Frontier State Unlimited-2010 enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one, two or three year term commitment will be given a 5% credit per month for the length of the contract. If the customer terminates the service before the end of the term period, a termination fee of \$200.00 applies.

RATES AND CHARGES

	<u>Monthly Charge</u>	
<u>Intrastate Rate</u>	\$13.00	(I)
<u>Additional Phone Lines</u>		
	<u>Rate Per Minute</u>	
Day	\$0.10	
Evening	\$0.10	
Night/Weekend	\$0.10	

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.34 FRONTIER DIGITAL PHONE ESSENTIALS

(N)

Frontier Digital Phone Essentials a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Phone Essentials. This plan is available in conjunction with the Frontier Digital Phone Essentials plan offered by the associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Essentials options.

Frontier Digital Phone Essentials calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

USAGE CHARGES

With the Frontier Digital Phone Essentials, usage is available in a 30-minute block of time. THE BOT is applied at the line level. The monthly MRC is found in the Frontier Communication of America Domestic Price List. Any intrastate usage above the allotted 30 minutes block of time will be subject to an overage rate that can be found in the rate section of this tariff. Unused minutes can be accumulated up to a maximum of 500 minutes that will expire after 12 months. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. The 30 minutes BOT includes all domestic calling with the exception of toll free, long distance directory assistance, international termination of 1+ dialed calls. Canadian calls will not be part of the 30 minutes and will be rated separately.

International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

RATES AND CHARGES

Rate Per Minute

Overage Rate	\$ .10
Canadian Rate	\$ .05

(N)

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.35 FRONTIER DIGITAL PHONE UNLIMITED SERVICE

(N)

Frontier Digital Phone Unlimited Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Unlimited Service or the Digital Phone Unlimited Plus Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Unlimited Service option.

RATES AND CHARGES

Frontier Digital Phone Unlimited Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

USAGE CHARGES

With the Frontier Digital Phone Unlimited Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Unlimited Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Unlimited Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone Unlimited Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Unlimited Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following.

(N)

Effective: July 14, 2012

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SECTION 3 – SERVICE PLANS

3.35 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

(N)

USAGE CHARGES (Continued)

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Unlimited Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Unlimited Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this price list. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Unlimited Service, where available.

RATES AND CHARGES

Rate Per Minute

Canadian Rate

\$.05

(N)



Effective: August 20, 2013

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SECTION 3 – SERVICE PLANS

3.36 BUSINESS CENTS

(N)

INTERSTATE

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

There is a monthly minimum usage level (MMUL) the plan, as set forth in Section 3. The MMUL is at the account level. Beginning with the customer's second invoice, the customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. There is a monthly recurring charge for Business Cents service, which is set forth below. The monthly recurring charge is not calculated as part of the monthly minimum usage level.

INTRASTATE

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next

RATES AND CHARGES

Interstate

	<u>Monthly Charge</u>	<u>Rates per Minute</u>
1+	\$4.99	\$.040
Toll Free	\$2.99	\$.045

A minimum usage level of \$25.00 per month is required.

Intrastate

1+	\$.040
Toll Free	\$.045

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.37 CALIFORNIA BUSINESS DIGITAL PHONE – GVN MARKET

(N)

The California Business Digital Phone services is available to all customers within the former GVN Services operating territory unless the service is grandfathered.

California Business Digital Phone is a non-distance sensitive product that includes direct dial 1+ outbound intrastate service. Pre-subscription of the primary line to GVN Service is required to subscribe to the California Business Digital Phone. This product is only available in conjunction with the Frontier Business Unlimited bundle available through its intrastate local exchange tariff.

RATES AND CHARGES

California Business Digital Phone calls are non-distance sensitive, flat-rated with the following rating periods.

Monday-Friday		Saturday & Sunday
E=Evening	12:00AM-7:59 AM	N=Night
D=Day	8:00AM-4:59 PM	12:00AM Sat-11:59 PM on Sunday
Evening	5:00PM-11:59 PM	

USAGE CHARGES

California Business Digital Phone long distance minutes are only available on your line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and dial-up internet calls.

If unlimited minutes are used for non-voice calls, Global Valley may charge a per minute rate listed below for non-voice long distance calls. Customers with usage inconsistent with normal commercial voice applications and usage patterns may be converted to non-California Business Digital Phone service with charges for local and long distance calling.

The unlimited long distance plan may only be used for voice applications and may not be used for the transmission of data, for Internet connections, or for any other non-voice applications. This service may not be used for autodialing, long distance Internet or intranet access (including access to corporate LANs), telemarketing or telesales applications.

California Business Digital Phone service is not available with PBX trunks, ground start lines or trunks, key system lines or trunks, foreign central office services, public telephone services, and analog to digital conversion digital PBX services or the equivalents of any such services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.37 CALIFORNIA BUSINESS DIGITAL PHONE – GVN MARKET (Continued)

(N)

Usage Charges (Continued)

If a new customer to California Business Digital Phone Bundle signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Unlimited Long Distance plan will be billed in arrears. The Interstate Monthly Recurring Charge (MRC) for Frontier Digital Phone Service is billed in advance and can be found in the Domestic Price List.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, the California Digital Phone Bundle will automatically be removed from the line and thus the customer's account.

RATES AND CHARGES

	<u>Monthly Charge</u>
Zone 1	\$ 11.37
Zone 2	9.37
Zone 3	5.37
Per minute rates for non-voice long distance calls	<u>Per Minute Rate</u>
Day	\$.10
Evening	\$.10
Night/Weekend	\$.10

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.38 CALLING PLANS – GVN MARKET

(N)

3.38.1 Business Plans

The Business Plans are available to all customers within the former GVN Services operating territory unless the service is grandfathered.

(1) Basic 10 Plan:	
(a) Monthly Rate per account	None
(b) First minute	\$0.10
(c) Each additional minute	\$0.10
(2) Advantage 7 Plan:	
(a) Monthly Rate per account	\$4.95
(b) First minute	\$0.07
(c) Each additional minute	\$0.07
(3) 400 Minute Domestic Plan:	
(a) Monthly Rate per account	\$25.95
(b) Each additional minute over 400 minutes	\$0.07
(4) 1,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$59.95
(b) Each additional minute over 1,000 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(5) 2,500 Minute Domestic Plan:	
(a) Monthly Rate per account	\$139.95
(b) Each additional minute over 2,500 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(6) 5,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$249.95
(b) Each additional minute over 5,000 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(7) 10,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$499.95
(b) Each additional minute over 10,000 minutes:	\$0.05
1. First 30 seconds rated at	\$0.03
2. Each additional 6 seconds rated at	\$0.004

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.38 CALLING PLANS – GVN MARKET (Continued)

(N)

The Residential Plans are available to all customers within the former GVN Services operating territory unless the service is grandfathered.

3.38.2 Residential Plans

(1) Basic 10 Plan:	
(a) Monthly Rate per account	None
(b) First minute	\$0.10
(c) Each additional minute	\$0.10
(2) Advantage 7 Plan:	
(a) Monthly Rate per account	\$3.95
(b) First minute	\$0.07
(3) 400 Minute Domestic Plan:	
(a) Monthly Rate per account	\$25.95
(b) Each additional minute over 400 minutes	\$0.07
(4) 1,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$59.95
(b) Each additional minute over 1,000 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(5) 2,500 Minute Domestic Plan:	
(a) Monthly Rate per account	\$139.95
(b) Each additional minute over 2,500 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(6) 5,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$249.95
(b) Each additional minute over 5,000 minutes:	\$0.06
1. First 30 seconds rated at	\$0.04
2. Each additional 6 seconds rated at	\$0.004
(7) 10,000 Minute Domestic Plan:	
(a) Monthly Rate per account	\$499.95
(b) Each additional minute over 10,000 minutes:	\$0.05
1. First 30 seconds rated at	\$0.03
2. Each additional 6 seconds rated at	\$0.004

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.38 CALLING PLANS – GVN MARKET (Continued)

3.38.3 (A) through (E) below are GRANDFATHERED to existing customers effective June 9, 2004.

(A) Monthly Rate per account

Business (with \$10 minimum)	\$4.95
Residential (no minimum)	\$3.95

(B) Intrastate/InterLATA Business Service

- First minute	\$0.10
- Each additional minute	\$0.10

(C) Intrastate/InterLATA Residential Service

- First minute	\$0.10
- Each additional minute	\$0.10

(D) Intrastate/IntraLATA Business Service

- First minute	\$0.10
- Each additional minute	\$0.10

(E) Intrastate/IntraLATA Residential Service

- First minute	\$0.10
- Each additional minute	\$0.10

(N)

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.39 TOLL FREE NUMBER SERVICE – GVN MARKET

(N)

DESCRIPTION

Toll Free Number Services is available to all customers within the former GVN Services operating territory unless the service is grandfathered.

Toll Free Number Service provides line termination to a business or residential line. Toll Free Number Service terminates on a local access line, eliminating the need for a dedicated line. The service provides for directly dialed telephone calling via the public switched network from anywhere within California.

Up to five toll free numbers may be associated with one POTS line.

DIRECTORY ASSISTANCE LISTING

Toll Free Number Service customers may list their toll free number in the AT&T 800 Directory Assistance Service (1-800-555-1212) through the Company (when this service is available).

Toll Free Number Service customers may list their toll free number in the GVN Directory Assistance (411) through the Company.

PERSONALIZED NUMBER SERVICE (PNS)

Personalized Number Service (PNS) provides the customer with a toll free number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charge set forth in Section 5.1.6 of this tariff apply if the specifically requested number or search selected number is available. The charge will not apply if the customer's requested number is not available.

The customer will be offered a choice of three available numbers. Any additional searching will be considered to be a PNS and will be charged accordingly.

All PNS telephone numbers are subject to availability and provided at the discretion of the Company. The customer has no proprietary rights to the number.

If the Company finds it necessary to change the customer's personalized telephone number, the customer will be granted a refund of the non-recurring charge.

(N)

Effective: November 1, 2014

SECTION 3 – SERVICE PLANS

3.39 TOLL FREE NUMBER SERVICE – GVN MARKET (Continued)

(N)

RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Usage Rate</u>	<u>Non-recurring Charge</u>
(A) Per Toll Free Number	\$20.00		
(B) Usage Rate			
(1) First 30 seconds:			
(a) Maximum Rate		\$0.10	
(b) Minimum Rate		\$0.03	
(2) Each additional 6 second increment:			
(a) Maximum Rate		\$0.01	
(b) Minimum Rate		\$0.004	
(C) Directory Assistance Listings			
(1) Per toll free number listed in GVN Directory Assistance	\$5.50		
(2) Per toll free number listed in AT&T 800 Directory Service. The Company will pass on whatever AT&T bills (when this service is available).			
(D) Personalized Number Service			\$20.00

(N)



Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.40 COIN SENT PAID SERVICE – GVN MARKET

Cont Sent Paid Service is available to all customers within the former GVN Services operating territory unless the service is grandfathered.

Payphone Service Providers using the Company's Long Distance service will be charged as described below for coin sent paid calls. The charges will be applied on a per minute basis, plus operator handled surcharge as applicable, plus tax.

RATES AND CHARGES

Intrastate Calls

- First minute \$0.10
- Each additional minute \$0.10

(N)

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.41 CONFERENCE SERVICE – GVN MARKET

(N)

Conference Service is available to all customers within the former GVN Services operating territory unless the service is grandfathered.

Reservationless Plus Service - Reservationless offers the customer audio conferencing service with a maximum of 25 conference participants without the need to make a reservation or utilizing an operator.

Operator Assisted Service - Operator Assisted is a reservation-based service that offers customers audio conferencing service with the personal assistance of an operator.

Premium Service - Premium is defined as operator assisted calls that have 25 or more attendees and utilize one or more features such as Polling, Question and Answer Session, and/or Communication Lines.

Standard Conference Service Features

Communication Lines - A line that allows the leader to add the operator to the call.

Conference Lock - A tool for the leader to prevent additional participants from joining.

Direct Entry - The participants are placed directly into the conference and may communicate with each other prior to the leader joining.

Entry Tone or Exit Tone - A tone plays when each participant joins or leaves the conference.

Fax/Email Confirmation - A confirmation is sent to the contact after the reservation is made.

Group Mute - The leader can mute and un-mute the group.

Leader First - The leader is joined to the conference before any participants.

Leader Last - The leader is joined to the conference after all participants have joined, at the request of the leader, or at the conference's scheduled start time.

Music Entry - The participants are placed on music hold until the leader joins the conference.

Name Announce - The operator announces each participant's name as they are joined to the conference.

PAC Codes - The ability to capture an expense center, department or location to easily bill clients.

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.41 CONFERENCE SERVICE – GVN MARKET (Continued)

(N)

Standard Conference Service Features (Continued)

Passcode or Password - The participants are required to provide a valid password/passcode in order to join the conference.

Polling - The leader can survey participants by asking pre-determined questions, which participants may answer by “voting” with a specific number on the telephone keypad. Results are sent to the leader after the call.

Question and Answer Session - The operator facilitates a Question and Answer session by recognizing and un-muting participants one at a time so they may ask a question in the conference.

Roll Call - The operator recites the names of the participants who are in the conference. Roll Call is executed after the leader joins the call.

Self Mute - The participants can mute and un-mute their lines.

Limitations

Service will be furnished to the extent that facilities permit.

RATES AND CHARGES

Audio Conferencing Services, Rate Per Minute

Reservationless Plus Local	\$0.12
Reservationless Plus 800	\$0.12
Operator Assisted Local	\$0.45
Operator Assisted 800	\$0.45
Premium Local (in addition to the operator assisted rate)	\$0.60
Premium Local 800 (in addition to the operator assisted rate)	\$0.60
Extended Domestic 800	\$0.52
International Operator Assisted	*

\* International and interstate rates are under the Federal Communications Commission’s jurisdiction and are covered by a price list.

(N)

Effective: November 1, 2014

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SECTION 3 – SERVICE PLANS

3.41 CONFERENCE SERVICE – GVN MARKET (Continued)

(N)

RATES AND CHARGES (Continued)

Teleconferencing and Web Conferencing Services

These are not tariffed services, but these services are available through the business office.

Standard Conference Service Features

The following are included | the rate per minute:

- Communication Lines
- Conference Lock
- Direct Entry
- Entry Tone or Exit Tone
- Fax/Email Confirmation
- Group Mute
- Leader First
- Leader Last
- Music Entry
- Name Announce
- PAC Codes
- Passcode or Password
- Polling
- Question and Answer Session
- Roll Call
- Self Mute

No Show, Minimum and Cancellation Charges

No Show, per participant, non-recurring charge	\$5.00
Minimum Charge, per conference call, non-recurring charge	\$7.50
Cancellation Charge, per reserved operator-assisted conference call that is cancelled within 24 hours of a scheduled call	\$2.50

(N)



Effective: September 20, 2015

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SECTION 3 – SERVICE PLANS

3.43 ONEVOICE 100

(N)

General

OneVoice 100 a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. The plan is available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to OneVoice. This plan is available in conjunction with the OneVoice plan offered by the associated LEC. OneVoice 100 calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week. A monthly recurring charge for the plan can be found in the Frontier Communications of America, Inc., Domestic Price List.

Usage Charges

With the One Voice 100, usage is available in a 100-minute block of time (BOT). The BOT is applied at the line level. Any domestic 1+ usage above the allotted 100 minutes block of time will be subject to an overage rate that can be found in the rate section of this Service Catalog. Overage calls will be billed with 30 second initial and 6 second increments. Call segments will be rounded to the next full minute increment. Unused minutes will not roll over to the next month.

Data calls are not included in the OneVoice 100 plan. Data calls will be billed at a rate specified in the Service Catalog. These calls will be billed in full minute increments.

Rates and Charges

	<u>Rate Per Minute</u>
Overage Charges per minute (over 100 min)	\$.05
Data Calls per minute	\$.10

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.44 FRONTIER BUSINESS LONG DISTANCE PLAN

General

Frontier Business Long Distance Plan is a non-distance sensitive, flat rated, outbound switched access service offered to 1 +business customers. Calls are rated at 6 second increments with an initial 18 second requirement. Any fraction of a minute will be rounded up to the next whole increment. There is a monthly recurring charge that is in the Interstate Domestic Price List.

<u>Rates and Charges</u>	<u>Rate Per Minute</u>
Outbound (1+) Interstate	\$0.07
Canadian Calls	\$0.07

3.45 5 CENTS PLAN (PLAN M) <sup>1</sup>

General Description

5 Cents Plan (Plan M) is an optional calling plan offered to Residential Customers for outbound direct-dialed calling. This flat rate plan is available 24 hours a day, seven days a week for all interexchange direct dialed calling. 5 Cents Plan (Plan M) utilizes Customer-provided switched access lines that are presubscribed to the Company. This plan is offered in conjunction with the corresponding interstate rate plan.

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Any partial minute is rounded up to a full minute.

This calling plan is only offered where billing and system capability exist.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Minimum Spend Level

When the Customer's billing for applicable charges falls below a minimum level in any full billing period, a shortfall charge will be applied, which is equal to the difference between the Minimum Spend Level (MSL) and the actual contributory billing for that billing period.

Charges that contribute toward meeting the MSL, include but are not limited to: Direct Dialed calls (including intrastate and interstate calls), International calls, Operator Assistance calls and Domestic and International Monthly Recurring Charges. Federal taxes, state taxes, credits, Universal Service Fees, charges billed by other carriers and other surcharges and taxes do not contribute towards satisfying the minimum spend level requirement. Each billing month when the contributory charges are equal to or greater than the MSL, no MSL charge is imposed. If the contributory charges are less than the MSL rate, the difference between the MSL rate and the contributory charges will be a separate charge on the bill.

Minimum Spend Level \$11.99

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

(N)

(N)

Effective: March 1, 2023

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SECTION 3 – SERVICE PLANS

3.45 5 CENTS PLAN (PLAN M) <sup>1</sup> (Continued)

Rates and Charges

The Monthly Recurring Charge (MRC) for 5 Cents Plan (Plan M) as set forth below.

This calling plan is only offered where billing and system capability exist. A Monthly Recurring Charge (MRC) is billed each month in advance and applies per account, regardless of the number of lines presubscribed to the Company's 5 Cents Plan (Plan M). If there are multiple lines on an account, only one MRC will be assessed. Interstate and international services are provided in accordance with the corresponding interstate and international tariffs and rate schedules. The MRC applies in full each month for each account, except in the case of the first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle. When service is used for both interstate and intrastate calling, the MRC applies only once.

Monthly MRC- per Account	\$8.50
Usage Rate – per Minute	\$0.05

(l)

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.



Effective: March 1, 2023

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SECTION 3 – SERVICE PLANS

3.46 FRONTIER SINGLE RATE PLAN<sup>1</sup>

General Description

Frontier Single Rate Plan is an optional calling plan offered to Residential Customers for outbound direct-dialed domestic calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Frontier Single Rate Plan Residential Customers receive a single flat rate per minute, 24 hours a day, seven days a week for all interstate direct-dialed domestic calling.

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Any partial minute is rounded up to the next full minute.

The direct dial flat rate does not apply to international, directory assistance or operator assisted calls.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Rates and Charges

The Monthly Recurring Charge (MRC) for Frontier Single Rate Plan as set forth below.

A Monthly Recurring Charge (MRC) is billed each month in advance and applies to each line presubscribed to Frontier Single Rate Plan. The MRC applies in full each month for each line except in the case of the first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle. When service is used for both interstate and intrastate calling, the MRC applies only once.

Monthly MRC- per Account	\$8.50	(l)
Usage Rate – per Minute	\$0.12	

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.47 TALKTIME 30 - PLAN F<sup>1</sup>

(N)

General Description

Talktime 30 - Plan F is an optional calling plan offered to Residential Customers for outbound direct-dialed calling. Talktime 30 - Plan F utilizes customer-provided switched access lines that are presubscribed to the Company.

This plan is provided only in conjunction with the corresponding interstate Talktime 30 - Plan F.

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Any partial minute is rounded up to a full minute.

Any promotions that discount usage or apply free minutes are not allowed with this plan.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Minimum Spend Level

When the Customer's billing for applicable charges falls below a minimum level in any full billing period, a shortfall charge will be applied, which is equal to the difference between the Minimum Spend Level (MSL) and the actual contributory billing for that billing period.

Charges that contribute toward meeting the MSL, include but are not limited to: Direct Dialed calls (including intrastate and interstate calls), International calls, Operator Assistance calls and Domestic and International Monthly Recurring Charges. Federal taxes, state taxes, credits, Universal Service Fees, charges billed by other carriers and other surcharges and taxes do not contribute towards satisfying the minimum spend level requirement. Each billing month when the contributory charges are equal to or greater than the MSL, no MSL charge is imposed. If the contributory charges are less than the MSL rate, the difference between the MSL rate and the contributory charges will be a separate charge on the bill.

Minimum Spend Level \$11.99

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

(N)

Effective: March 1, 2023

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SECTION 3 – SERVICE PLANS

3.47 TALKTIME 30 - PLAN F<sup>1</sup> (Continued)

Rates and Charges

The Monthly Recurring Charge (MRC) for Talktime 30 - Plan F as set forth below.

A Monthly Recurring Charge (MRC) is billed each month in advance and applies to each account presubscribed to the Company's Talktime 30 - Plan F. A fixed allotment of intrastate or interstate, interexchange domestic calling minutes, excluding minutes used for any International calling, is included in the MRC as specified below. The MRC applies in full each month for each account regardless of whether or not the full allotment of minutes is used, except in the case of first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the customer had the service during the billing cycle. One MRC applies per account, regardless of the number of lines presubscribed to the Company's Talktime 30 - Plan F, in addition to applicable usage rates. When service is used for both interstate and intrastate calling, the MRC specified below applies only once.

Additional minutes are available and billed on a per minute basis as set forth below. Unused minutes will not carry over to the next month.

Monthly MRC- per Account	\$9.00
Minutes Allotted in Monthly Recurring Charge	30
Additional Per minute charge over Allotment	\$0.10

(l)

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.48 BUSINESS UNLIMITED LONG DISTANCE SERVICE

(N)

General Description

Business Unlimited Long Distance Service is an optional calling plan offered for unlimited outbound direct-dialed 1+ interLATA interexchange voice calling and discounted Toll Free voice usage to Business Customers who also subscribe to qualifying local services from their local exchange company, as described below. Business Unlimited Long Distance Service utilizes Customer-provided switched access lines that are presubscribed to the Company. To be eligible to receive this service, the Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to all qualifying local services and is subject to all restrictions regarding this service. This service is offered to both single line and multi-line.

Qualifying Local Services

The Customer must have all qualifying local services described below from their local exchange company to qualify for Business Unlimited Long Distance Service. To qualify for Business Unlimited Long Distance Service, the customer must subscribe to a qualifying business dial tone service, business exchange service or digital centrex service that include both:

Unlimited local exchange calling, and  
Unlimited Zone Usage Message (ZUM), applicable to California only, and  
Unlimited IntraLATA toll calling.

Such qualifying local business plans must provide unlimited local, IntraLATA and ZUM calling for a flat rate monthly price.

Limitations of Service

Business Unlimited Long Distance Service is not available with the following local/intraLATA business services: PBX trunks, ground start lines or trunks, ISDN services, remote call forwarding services, foreign exchange services, foreign central office services, foreign zone services, public telephone services, public access smart-pay lines, analog to digital conversion digital PBX services, WATS services or the equivalents of any such services.

Business Unlimited Long Distance Service is only available to Customers who, at the time of service initiation, subscribe to twenty-five (25) or fewer qualifying business dial tone lines (voice grade or voice grade equivalent) from their local exchange company. This service may only be purchased on up to ten (10) qualifying lines.

Specific call detail information is not available with this flat rated service.

The Customer may discontinue enrollment in Business Unlimited Long Distance Service at any time upon request to the Company. The Customer who discontinues or cancels the Company's service or the local exchange carrier's qualifying services or whose service is refused, canceled or discontinued by the Company or by the local exchange carrier shall forfeit eligibility for rates under this plan.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.48 BUSINESS UNLIMITED LONG DISTANCE SERVICE (Continued)

(N)

The Customer who forfeits eligibility for this Business Unlimited Long Distance Service and remains presubscribed to the Company's service will default to the plan on the main business account. If there is no other plan on the Customer's account or for single line accounts, the Customer will default to FlatRate Per Minute Plus Business Calling, FlatRate Per Minute Business Calling or Business Voice Data Connection unless the Customer selects another Optional Business Service.

This service may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for resale, autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. If the Customer uses this service for any non-eligible purpose, including but not limited to the examples noted above, the Company may immediately suspend, restrict or cancel the service without advance notice. The Company may also adjust the charges to FlatRate Per Minute Plus Business Calling, FlatRate Per Minute Business Calling Plan or Business Voice Data Connection, as a result of the Customer's use of the service for non-eligible uses as set forth herein.

This calling plan is only offered where billing and system capabilities exist.

Other Terms and Conditions

Taxes and Fees are in addition to the stated rates.

Application of Charges

A Monthly Recurring Charge (MRC) is billed each month in advance and applies to each line presubscribed to the Company's Business Unlimited Long Distance Service. The MRC applies in full each month for each line regardless of the amount of qualifying usage. In the case of first and last month partial billing cycles, the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle.

Only charges for direct dialed outgoing voice minutes of use are covered under the MRC for this plan. All other charges for usage and services, including but not limited to International calling, Directory Assistance services, Operator Assisted services, collect or person to person calls, 900, 700, 976 calls, calls to access information services, Internet usage, fees and surcharges are not included as part of the MRC with this plan and will be charged separately.

Discounted rates as described below apply to Toll Free usage. Such usage is charged separately and is not part of the unlimited usage provided under this plan. For Toll Free calls, partial increments are rounded up to the next increment. All calls are rated at 60 seconds for the initial increment, and 6 seconds for each additional increment.

Rates and Charges

Monthly MRC- per line	\$30.00
Toll Free – per Minute	\$0.06

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.49 FLATRATE PER MINUTE BUSINESS CALLING

(N)

General Description

The FlatRate Per Minute Business Calling is offered to Business Customers for outbound direct dialed calling from presubscribed switched Access Lines at one flat per minute rate. Inbound (toll free) calling is also available for termination on switched Access Lines.

Customers may select a one or three year term commitment in order to obtain lower rates.

The Customer who discontinues or cancels the Company's service, or whose service is refused, canceled or discontinued by the Company under this tariff, shall forfeit eligibility for the discounted rates under this Option. The Customer who forfeits eligibility for this Option and remains presubscribed to the Company's service will be charged the FirmRate Plus calling plan rates as specified in this tariff.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Billing Increments

The billing increment and minimum call duration of each call is determined by the access method selected by the Customer and the call type. Partial increments are rounded up to the next increment.

<u>Access Type/Call Type</u>	<u>Initial Increment</u>	<u>Additional Increment</u>
Switched Access (Month to Month)	60 seconds	6 seconds
Switched Access (1 & 3 Year Term)	18 seconds	6 seconds
Operator Assisted	60 seconds	60 seconds

Termination Liability

When the Customer terminates service under this plan prior to the expiration of the Customer's selected term commitment, a termination charge will be assessed. The termination charge is calculated by multiplying 35 percent (35%) of the Customer's Minimum Spend Level times the number of months remaining in the term.

The early termination charge will apply under the following circumstances:

1. When the Customer disconnects its entire account; or
2. When the Customer selects a shorter term.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.49 FLATRATE PER MINUTE BUSINESS CALLING (Continued)

(N)

Termination Liability (Continued)

The early termination charge will not apply under the following circumstances:

1. When the Customer's physical location changes, but the term plan is continued at the new location;
2. When the Customer negotiates the term plan for a longer term;
3. When the Customer moves to a jurisdiction where the Company is prohibited from offering service;
4. When the Customer changes plan prior to 60 days of service;
5. When the Customer returns to the Company and the same term length agreement as a result of a Winback program; or
6. When the Customer moves from a one or three year term on FlatRate Per Minute Business Calling to either a one or three year term on FlatRate Per Minute Plus Business Calling or Business Voice Data Connection.

At the expiration of the term commitment, the Customer will continue at the same commitment and usage rate unless they choose to make a change, either to a different term commitment/minimum usage guarantee or to a different plan. If the Customer continues without changing, they will still be liable for the minimum usage guarantee to which they were originally subscribed.

Minimum Spend Level

When the Customer's billing falls below the Minimum Spend Level in any full billing period, a shortfall charge will be applied which is equal to the difference between the Minimum Spend Level (MSL) and the actual contributory billing for that billing period.

Direct dialed calls (including intrastate and interstate calls), operator assisted calls, directory assistance calls, Toll Free calls and Monthly Recurring Charges, International Plan Monthly Recurring Charges, free minute promotions, percentage discount promotions and Toll Free MRC waivers will contribute toward meeting the MSL unless otherwise excluded in the service description in the applicable Product Guide. Only charges of the Company will contribute to the MSL. Taxes, surcharges and charges billed by other carriers on the Customer's bill will not contribute to the MSL.

Month to Month	\$10.00
One Year Term	\$5.00
Three Year Term	\$5.00

Rates and Charges

	<u>Rate per Minute</u>
Switched Access Outbound Rates	
Month to Month	\$0.064
One Year Term	\$0.060
Three Year Term	\$0.055
Switched Access Inbound (Toll Free) Rates	
Month to Month	\$0.064
One Year Term	\$0.060
Three Year Term	\$0.055

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.50 FLATRATE PER MINUTE PLUS BUSINESS CALLING

(N)

General Description

The FlatRate Per Minute Plus Business Calling is offered to Business Customers for outbound direct dialed calling from presubscribed switched Access Lines at one flat per minute rate. Inbound (toll free) calling is also available for termination on switched Access Lines.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Billing Increments

The billing increment and minimum call duration of each call is determined by the access method selected by the Customer and the call type. Partial increments are rounded up to the next increment.

<u>Access Type/Call Type</u>	<u>Initial Increment</u>	<u>Additional Increment</u>
Switched Access	18 seconds	6 seconds
Operator Assisted	1 minute	1 minute

Termination Liability

When the Customer terminates service under this plan prior to the expiration of the Customer's selected term commitment, a termination charge will be assessed. The termination charge is calculated by multiplying 35 percent (35%) of the Customer's Minimum Spend Level times the number of months remaining in the term.

The early termination charge will apply under the following circumstances:

1. When the Customer disconnects its entire account; or
2. When the Customer selects a shorter term.

The early termination charge will not apply under the following circumstances:

1. When the Customer's physical location changes, but the term plan is continued at the new location;
2. When the Customer negotiates the term plan for a longer term;
3. When the Customer moves to a jurisdiction where the Company is prohibited from offering service;
4. When the Customer changes plan prior to 60 days of service;
5. When the Customer returns to the Company and the same term length agreement as a result of a Winback program; or
6. When the Customer moves from a one or three year term on FlatRate Per Minute Plus Business Calling to either a one or three year term on FlatRate Per Minute Business Calling or Business Voice Data Connection.

(N)



Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.50 FLATRATE PER MINUTE PLUS BUSINESS CALLING (Continued)

(N)

Termination Liability (Continued)

At the expiration of the term commitment, the Customer will continue at the same commitment and usage rate unless they choose to make a change, either to a different term commitment/minimum usage guarantee or to a different plan. If the Customer continues without changing, they will still be liable for the minimum usage guarantee to which they were originally subscribed.

Minimum Spend Level

When the Customer's billing falls below a \$40.00 minimum level in any full billing period, a shortfall charge will be applied which is equal to the difference between the \$40.00 minimum level and the actual contributory billing for that billing period.

Direct dialed calls (including intrastate and interstate calls), operator assisted calls, directory assistance calls, Toll Free calls and Monthly Recurring Charges, International Plan Monthly Recurring Charges, free minute promotions, percentage discount promotions and Toll Free MRC waivers will contribute toward meeting the Minimum Spend Level (MSL) unless otherwise excluded in the service description in the applicable Product Guide. Only charges of the Company will contribute to the MSL. Taxes, surcharges and charges billed by other carriers on the Customer's bill will not contribute to the MSL.

Rates and Charges

	<u>Rate per Minute</u>
Switched Access Outbound Rates	
Month to Month	\$0.120
One Year Term	\$0.070
Three Year Term	\$0.060
Switched Access Inbound (Toll Free) Rates	
Month to Month	\$0.120
One Year Term	\$0.070
Three Year Term	\$0.060

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.51 BUSINESS VOICE DATA CONNECTION

(N)

General Description

The Business Voice Data Connection is offered to Business Customers for outbound direct dialed calling from presubscribed switched Access Lines at one flat per minute rate, regardless of distance. A Monthly Usage Guarantee (MUG) applies to the monthly billing. The FlexDistance Customer may choose to commit to a higher spend level in exchange for a lower per minute usage rate. Inbound (toll free) calling is also available for termination on switched Access Lines.

Customers may select a one or three year term commitment in order to obtain lower rates.

Other Term and Conditions

Taxes and Fees are in addition to the stated rates.

Billing Increments

The billing increment is determined by the MUG selected by the Customer. Partial increments are rounded to the next increment.

Customers whose total monthly long distance usage charges do not meet their subscribed Monthly Usage Guarantee level will be assessed the difference between their total long distance usage charges and their subscribed Monthly Usage Guarantee level.

Direct dialed calls, Conference Connections audioconferencing usage, operator assisted calls, directory assistance calls, Toll Free calls and Monthly Recurring Charges, International Plan Monthly Recurring Charges, free minute promotions and percentage discount promotions will contribute toward meeting the MUG. Only charges of the Company will contribute to the MUG. Taxes, surcharges, Federal Access Charges and charges billed by other carriers, including charges billed by Company's affiliates, on the Customer's bill will not contribute to the MUG.

Usage Rates as set forth in Rates and Charges following are determined according to the Term Commitment and MUG selected by the Customer.

Supplemental Discount

The Supplemental Discount is available to new and returning Customers who establish new service with a one or three year term. Existing Customers who agree to modify their service by accepting a new contract term of one or three years will also be offered the Supplemental Discount. The Supplemental Discount applies to the cumulative usage each billing cycle and is at the percent shown below.

Term Level Supplemental Discount

One Year	25%
Three Year	25%

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.51 BUSINESS VOICE DATA CONNECTION (Continued)

(N)

Supplemental ISDN PRI Discount

Effective February 13, 2009 the Supplemental ISDN PRI Discount is available to new and existing Business Customers who subscribe to FlexDistance Service with a one or three year term plan and ISDN PRI Plus 10K, 20K or ISDN PRI Term and Volume from an affiliated local exchange company.

The qualified Customer will receive a 33% discount off of their domestic usage for the duration of their term period for the FlexDistance Calling Plan. The discount will appear on each month's bill.

The Customer who discontinues the Company's service as described above, or whose service is discontinued by the Company, prior to receiving all monthly credits, forfeits remaining eligibility, including future discounts.

The Supplemental ISDN PRI Discount is only available where the qualifying local service is available and is not valid in conjunction with any other Supplemental Discount.

Termination Liability

When the Customer terminates service under this plan prior to the expiration of the Customer's selected term commitment, a termination charge will be assessed. The termination charge is calculated by multiplying 35 percent (35%) of the Customer's Minimum Spend Level times the number of months remaining in the term.

- When the Customer disconnects its entire account;
- When the Customer selects a shorter term; or
- When the Customer negotiates a reduction in their monthly spending commitment more than one level during a billing cycle.

Early termination charge will not apply under the following circumstances:

- When the Customer's physical location changes, but the term plan is continued at the new location;
- When the Customer negotiates the term plan for a longer term;
- When the Customer moves to a jurisdiction where the Company is prohibited from offering service;
- When the Customer changes plan prior to 60 days of service;
- When the Customer returns to the Company as a result of a Winback program;
- When the Customer reduces their term monthly spend level one level during a billing cycle; or
- When the Customer moves from a one or three year term on Flex Distance Service to Unlimited Long Distance Service.

At the expiration of the term commitment, the Customer will continue at the same commitment and usage rate unless they notify the Company of a change to a different term commitment/minimum usage guarantee or to a different plan. If the Customer continues without notifying the Company of any changes, the Customer will remain liable for the MUG to which they were originally subscribed.

(N)

Effective: April 1, 2016

SECTION 3 – SERVICE PLANS

3.51 BUSINESS VOICE DATA CONNECTION (Continued)

(N)

Rates and Charges

<u>Switched Access Monthly Usage Guarantee</u>	<u>Initial Increment</u>	<u>Additional Increment</u>		
\$24.00	1 minute	6 seconds		
\$40.00	1 minute	6 seconds		
\$65.00	1 minute	6 seconds		
\$150.00	30 seconds	6 seconds		
\$300.00	30 seconds	6 seconds		
\$500.00	30 seconds	6 seconds		
\$750.00	30 seconds	6 seconds		
\$1,000.00	30 seconds	6 seconds		
\$1,500.00	30 seconds	6 seconds		
<u>Monthly Usage Guarantee</u>	<u>Month to Month Usage rate – Per min</u>	<u>1 year Term Usage Rate – Per min</u>	<u>3 Year Term Usage Rate – Per min</u>	
\$24.00	\$0.060	\$0.057	\$0.051	
\$40.00	\$0.057	\$0.054	\$0.048	
\$65.00	\$0.055	\$0.052	\$0.047	
\$150.00	\$0.053	\$0.050	\$0.045	
\$300.00	\$0.051	\$0.048	\$0.043	
\$500.00	\$0.048	\$0.046	\$0.041	
\$750.00	\$0.047	\$0.044	\$0.040	
\$1,000.00	\$0.046	\$0.043	\$0.039	
\$1,500.00	\$0.045	\$0.042	\$0.038	

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.52 BUSINESS TOLL FREE SERVICE<sup>1</sup>

(N)

General Description

Business Toll Free Service provides for the termination of inbound toll free calls to one party exchange access lines or to dedicated access facilities. The Company's Business Toll Free Services for interstate use are sold as an add-on to interstate Business Toll Free Services. When service is used for both interstate and intrastate calling, fixed charges apply only once.

The minimum service period is one month. Unless otherwise specified below, the following optional features are available for all Toll Free service plans offered by Company in this Product Guide.

Toll Free/Inbound Routing Plan Features

Area Code Routing - Calls to the same toll free number are directed to the terminating location based on the originating area code.

Area Code/Exchange Routing - Calls are routed by originating area code and exchange to terminate to multiple service groups or locations.

Call Allocation - Allows Customers to define the routing of calls to multiple service groups or locations on a percentage basis. The percentage is based on call attempts, not call completions.

Command Routing - Allows activation of alternate routing plans.

Day of Week - Allows inbound calls to be routed to multiple service groups or locations on different days of the week.

Day of Year - Allows calls to be routed to multiple service groups or locations based on the date (month/day).

Time of Day - Allows calls to be routed to multiple service groups or locations based on a predefined time-of-day schedule.

Description of Features

ANI Blocking - Allows a Customer to block incoming calls from specific telephone numbers.

Area Code/Exchange Selection - Allows a Customer to block incoming calls from specific areas codes (NPAs) and exchanges (NXXs).

Area Code Selection - Allows a Customer to block incoming calls from specific NPAs.

Extended Coverage - Allows a Customer to originate Toll Free calls from Canada.

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.52 BUSINESS TOLL FREE SERVICE <sup>1</sup> (Continued)

(N)

Description of Features (Continued)

Dialed Number Identification Service (DNIS)\* - Allows a Customer to terminate two or more toll free numbers to a single trunk group and to receive digits to identify the specific toll free number that was dialed.

Overflow Service - Routes calls to a busy or out of service Dedicated Access Line (DAL) to an alternate switched or dedicated number.

Real-Time Automatic Number Identification (ANI) - Provides a dedicated access Customer with the toll free caller's telephone number in real-time as the call is delivered.

Toll Free Discounts

Toll Free RespOrg Campaign

This offer applies to new business Customers who currently have portable toll free service with another carrier and switch their responsible organization for the Toll Free Service to the Company and also sign up for a new Business Calling Plan. 200 toll free minutes will be awarded each month for the first four consecutive months in the form of a credit beginning with the Customer's first partial or next full month of service following enrollment. Minutes will not exceed 800 total minutes and must be used in the month granted and will not carry over from month to month. This offer is only available per account, not per Toll Free number. This offer may not be combined with any other offer.

Toll Free Monthly Recurring Charge Waiver

New Business Toll Free Customers will receive a two month waiver of the Monthly Recurring Service Charge beginning with the first full or partial month of service. This may be in the form of a credit or a waiver.

Toll Free Nonrecurring Charge Waiver

New Business Toll Free Customers will receive a \$15.00 credit to apply to the Nonrecurring Service Charge associated with the initiation of Business Toll Free Service. This may be in the form of a credit or a waiver.

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

(N)

Effective: April 1, 2016

SECTION 3 – SERVICE PLANS

3.52 BUSINESS TOLL FREE SERVICE <sup>1</sup> (Continued)

(N)

Rates and Charges

Toll Free Directory Assistance Listing Per Toll Free Number, per month	\$10.00
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Charge per Toll Free number per routing plan, per feature node: Nonrecurring Charge Capped at \$100 per account	\$10.00
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Routing Plan Charges:	
Monthly charge, per Toll Free number	
1-3 Routing Plans	\$0.00
4-99 Routing Plans, per routing plan	\$10.00

Toll Free/Enhanced Routing Plan Feature Command Routing Feature Per Alternative Route Plan Activation: Nonrecurring Charge	\$50.00
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Nonrecurring Charges:	
ANI Blocking, per 1,000 ANI's Capped at \$100 per account	\$10.00

Area Code Selection	\$10.00
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Area Code/Exchange Selection Per NPA Blocked at exchange level	\$10.00
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Extended coverage	\$0.00
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DNIS Capped at \$100 per account	\$10.00
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Real-Time ANI Capped at \$100 per account	\$10.00
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Monthly Charges, per Toll Free Number Overflow Service	\$10.00
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Usage Rates

Non-Plan Customer Rate	See Firm Rate Plus Plan month to month rates
Plan Customer Rate	Same as the Customer's presubscribed outbound Calling plan

Service Charges		
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per Toll Free Number	\$17.25	\$15.00

<sup>1</sup> This service is grandfathered and limited to existing customers at their existing locations as of April 1, 2016.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.53 PLAN O SERVICE - UNLIMITED

(N)

General Description

Plan O Service - Unlimited is an optional calling plan offered for outbound direct-dialed InterLATA interexchange switched voice calling to Residential Customers who also subscribe to a qualifying local service package.

Plan O Service – Unlimited is available 24 hours a day, seven days a week for all interLATA interexchange direct-dialed outbound calling. This unlimited plan utilizes Customer-provided switched access lines that are presubscribed to the Company. To be eligible for this service, the Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to a qualifying local service package.

This plan offers unlimited minutes of calling during all time of day rate periods for direct-dialed 1+ interLATA interexchange domestic voice calls. Minutes used for international, Operator Assisted Calling and Directory Assistance are excluded.

Qualifying Local Services

The qualifying local services are optional residential service packages offered by a Frontier local exchange company (in Frontier local exchange company serving areas) or a non-affiliated local exchange company (outside of Frontier local exchange company serving areas) that provide the Customer with a combination of basic local service and unlimited intraLATA toll service for one monthly charge. One of the two qualifying local packages also includes additional calling features (e.g., voicemail, call waiting, caller ID).

The following optional residential service packages that qualify for Plan O Service – Unlimited are listed below and are further described in the affiliated company's interstate tariffs or price lists. The qualifying service packages are subject to availability and regulatory approval of the corresponding service offering of the affiliate. To be eligible for this service, the Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to one of the following service packages in accordance with the descriptions and regulations for the respective package.

Regional Essentials  
Regional Value

Plan O Service – Unlimited is also offered to Customers outside of Frontier local exchange company serving areas who subscribe to a residential service package from a local exchange carrier with the same combination of services and features for one monthly charge. The Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to one of the qualifying local service package

(N)



Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.53 PLAN O SERVICE – UNLIMITED (Continued)

(N)

Limitations of Service

The Customer who discontinues or cancels the Company's service or the local exchange carriers qualifying local service package or whose service is refused, canceled, or discontinued by the Company under this price list or by the local exchange carrier shall forfeit eligibility for rates under this plan. The Customer who forfeits eligibility for Plan O Service - Unlimited and remains presubscribed to the Company's service will default to Talktime 30 - Plan F (30 Minute Allotment) rates unless the Customer selects another Optional Residential Service.

This Plan is available for residential Customer use. If the Customer uses the Plan for non-residential voice calling purposes, including but not limited to commercial facsimile, resale, telemarketing, prolonged internet connections, or autodialing, the Company may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. After applicable notice, the Company may also adjust the charges to Talktime 30 - Plan F (30 Minute Allotment) rates as a result of non-residential use.

The Customer who subscribes to Plan O Service - Unlimited is not eligible to participate in any domestic free minutes promotions.

This calling plan is only offered where billing and system capability exists.  
The Customer who subscribes to Plan O Service - Unlimited may select any International Option.

Rates and Charges

Application of Charges

A Monthly Recurring Charge (MRC) is billed each month in advance and applies to each line presubscribed to Plan O Service - Unlimited. The MRC applies in full each month for each line except in the case of the first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle. Unlimited InterLATA interexchange calling is included in the MRC (excluding minutes used for international, Operator Assisted calls and Directory Assistance calls). When Service is used for both interstate and intrastate calling, the MRC applies only once.

Monthly Recurring Charge      \$12.95

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.54 PLAN N SERVICE – UNLIMITED<sup>1</sup>

(N)

General Description

Plan N Service - Unlimited is an optional calling plan offered for outbound direct-dialed interLATA interexchange switched voice calling to Residential Customers who also subscribe to a qualifying local service package.

This plan is available 24 hours a day, seven days a week for all interexchange direct- dialed outbound calling. This unlimited plan utilizes Customer-provided switched access lines that are presubscribed to the Company. To be eligible for this service, the Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to the qualifying local service package.

This plan offers unlimited minutes of calling during all time of day rate periods for direct-dialed 1+ interLATA interexchange domestic voice calls. Minutes used for international, Operator Assisted Calling and Directory Assistance are excluded.

Qualifying Local Service

The qualifying local service is an optional residential service package offered by a Frontier local exchange company (in Frontier local exchange company serving areas) or a non-affiliated local exchange company (outside of Frontier local exchange company serving areas) that provides the Customer with a combination of basic local service, unlimited intraLATA toll service, and a choice of up to three calling features for one monthly charge. Feature selection is subject to availability.

The following optional residential service package that qualifies for Plan N Service –Unlimited is listed below and is further described in the affiliated company’s interstate tariffs or price lists. The qualifying service package is subject to availability and regulatory approval of the corresponding service offering of the affiliate. To be eligible for this service, the Customer must demonstrate to the satisfaction of the Company at the time of the subscription that he or she also subscribes to the following service package in accordance with the descriptions and regulations for the respective package as contained in the relevant sections, as identified below: Frontier Regional Package Unlimited.

Limitations of Service

The Customer who discontinues or cancels the Company's service or the local exchange carriers qualifying local service package or whose service is refused, canceled, or discontinued by the Company under this price list or by the local exchange carrier shall forfeit eligibility for rates under this plan. The Customer who forfeits eligibility for Plan N Service - Unlimited and remains presubscribed to the Company's service will default to Talktime 30 - Plan F (30 Minute Allotment) unless the Customer selects another Optional Residential Service.

<sup>1</sup> Effective 5/17/14, Plan N Service - Unlimited calling plan is grandfathered and no longer available to new Customers. No moves, changes or additions will be allowed for existing Customers.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.54 PLAN N SERVICE – UNLIMITED<sup>1</sup> (Continued)

Limitations of Service (Continued)

This Plan is available for residential Customer use. If the Customer uses the Plan for non-residential voice calling purposes, including but not limited to commercial facsimile, resale, telemarketing, prolonged internet connections, or autodialing, the Company may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. After applicable notice, the Company may also adjust the charges to Talktime 30 - Plan F (30 Minute Allotment) rates as a result of non-residential use.

The Customer who subscribes to Plan N Service - Unlimited is not eligible to participate in any domestic free minutes promotions.

This calling plan is only offered where billing and system capability exists.

The Customer who subscribes to Plan N Service - Unlimited may select any International Option.

Application of Charges

A Monthly Recurring (MRC) is billed each month in advance and applies to each line presubscribed to Plan N Service - Unlimited. The MRC applies in full each month for each line except in the case of the first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle. Unlimited interLATA interexchange calling is included in the MRC (excluding minutes used for international, Operator Assisted calls and Directory Assistance calls). When service is used for both interstate and intrastate calling, the MRC applies only once.

Rates and Charges

Monthly Recurring Charge	\$16.99
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<sup>1</sup> Effective 5/17/14, Plan N Service - Unlimited calling plan is grandfathered and no longer available to new Customers. No moves, changes or additions will be allowed for existing Customers.

(N)

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.55 PLAN K SERVICE – UNLIMITED<sup>1</sup>

(N)

General Description

Plan K Service - Unlimited is an optional calling plan offered for outbound direct-dialed interLATA interexchange calling to Residential Customers who also subscribe to a qualifying local service package as described below. Plan K Service - Unlimited utilizes Customer-provided switched access lines that are presubscribed to the Company. To be eligible for this service, the Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to a qualifying local service package.

Plan K Service - Unlimited offers unlimited minutes of calling during all time of day rate periods for direct dialed 1+ interLATA interexchange domestic calls. Minutes used for Operator Assisted Calling and Directory Assistance are excluded. All calls are recorded in one minute increments.

Qualifying Local Services

The qualifying local services are optional residential service packages offered by a Frontier local exchange company (in Frontier local exchange company serving areas) or a non-affiliated local exchange company (outside of Frontier local exchange company serving areas) that provide the Customer with a combination of basic local service, intraLATA toll service, and an optional feature package for one monthly charge.

Plan K Service - Unlimited is offered to Customers in the Frontier local exchange company serving areas who also subscribe to one of the qualifying services provided by affiliates of the Company.

Availability of this option is subject to regulatory approval of the corresponding service offering of the affiliate. The Customer must demonstrate to the satisfaction of the Company at the time of subscription that he or she also subscribes to one of the following service packages in accordance with the descriptions and regulations for the respective packages. The following optional residential service package or billing arrangements that qualify for Plan K-Unlimited Service are listed below and are further described in the affiliated company's intrastate tariffs or price lists. The qualifying service packages and/or billing arrangements are subject to availability: Frontier Regional Package and Frontier Regional Package Extra.

Limitations of Service

The Customer who discontinues or cancels the Company's service or the local exchange carriers qualifying service package or whose service is refused, canceled, or discontinued by the Company under this price list or by the local exchange carrier shall forfeit eligibility for rates under this plan.

The Customer who forfeits eligibility for Plan K Service - Unlimited and remains presubscribed to the Company's service will default to Talktime 30 - Plan F (30 Minute Allotment) rates unless the Customer selects another Optional Residential Service.

<sup>1</sup> Effective 5/17/14, Plan K Service - Unlimited calling plan is grandfathered and no longer available to new Customers. No moves, changes or additions will be allowed for existing Customers.

(N)

Effective: April 1, 2016

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SECTION 3 – SERVICE PLANS

3.55 PLAN K SERVICE – UNLIMITED<sup>1</sup> (Continued)

Limitations of Service (Continued)

This Plan is available for Residential Customer use. If the Customer uses the Plan for non-residential voice calling purposes, including but not limited to commercial facsimile, resale, telemarketing, prolonged internet connections, or autodialing, the Company may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. After applicable notice, the Company may also adjust the charges to Talktime 30 - Plan F (30 Minute Allotment) rates as a result of non-residential use.

The Customer who subscribes to Plan K Service - Unlimited is not eligible to participate in any free minutes promotions.

This calling plan is only offered where billing and system capability exists.

Rates and Charges

Application of Charges

A Monthly Recurring (MRC) is billed each month in advance and applies to each line presubscribed to the Company's Plan K Service - Unlimited. The MRC applies in full each month for each line, beginning with the first full month's bill. In the case of first and last month partial billing cycles the MRC will be prorated based on the actual number of days the Customer had the service during the billing cycle. Unlimited interLATA interexchange calling is included in the MRC as specified below (excluding minutes used for Operator Assisted calls and Directory Assistance calls). When service is used for both interstate and intrastate calling, the MRC specified only applies once.

Monthly Recurring Charge	\$17.04
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<sup>1</sup> Effective 5/17/14, Plan K Service - Unlimited calling plan is grandfathered and no longer available to new Customers. No moves, changes or additions will be allowed for existing Customers.

(N)

(N)

Effective: December 20, 2017

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SECTION 3 – SERVICE PLANS

3.56 FRONTIER COMMERCIAL VOICE UNLIMITED<sup>1</sup> – Grandfathered as of December 20, 2017

(C)

General

Frontier Commercial Voice Unlimited is a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to the Frontier Commercial Voice Unlimited. This product is only available in conjunction with the Frontier Commercial Voice Unlimited plan from the Frontier ILEC Companies Service Catalog.

Usage Charges

Frontier Commercial Voice Unlimited long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data called are billed in full minute increments, Call segments will be rounded to the next full increment. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- Frontier Commercial Voice Unlimited service with charges for local and long distance calling. Frontier Commercial Voice Unlimited is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

Monthly Charges

The Monthly Recurring Charge (MRC) for Frontier Commercial Voice Unlimited can be found in the Frontier Communications of America, Inc. (FCA) Domestic Price List.

If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

<sup>1</sup> This service offering is limited to existing subscribers.

(N)

Effective: May 23, 2021

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SECTION 3 – SERVICE PLANS

3.56 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE)

General

Frontier Residential Unlimited Voice Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Residential Unlimited Voice Service or the Frontier Unlimited Voice and Feature Bundle in the local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Residential Unlimited Voice Service option.

(C)  
(C)

Usage Charges

With the Frontier Residential Unlimited Voice Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Frontier Residential Unlimited Voice Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long-distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Residential Unlimited Voice Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Residential Unlimited Voice Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Residential Unlimited Voice Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following.

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Residential Unlimited Voice Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

There will be no individual call detail on the invoice for usage associated with the unlimited direct dialed calls included in this plan. If the customer changes the Long Distance pre-subscription on the main line, the Frontier Residential Unlimited Voice Service plan option will automatically be removed from the main line and thus the customer's account.

The Monthly Recurring Charge (MRC) for Frontier Residential Unlimited Voice Service is billed in advance and can be found in FCA Interstate Domestic Price List. If a new customer to Frontier Residential Unlimited Voice Service enrolls mid-billing cycle, the MRC will be prorated.

Effective: January 15, 2010

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SECTION G1 – GENERAL TERMS AND CONDITIONS

Important Information From Frontier

GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL  
TELECOMMUNICATION SERVICES IN CALIFORNIA

Please read this important message carefully. Effective January 15, 2010, subject to approval of the California Public Utilities Commission (“CPUC”), the prices, service descriptions, terms and conditions for most retail services provided by Frontier Communications of America, Inc., (“Frontier”) will no longer be on file with the CPUC. Instead, the prices, service descriptions and terms and conditions applicable to these services will be set forth in a Service Catalog. **Some services are not affected, such as basic residential service, 911 service and your choice of a long distance provider.** Your use of Frontier Services (as defined below) will constitute your agreement to be bound by the charges, terms and conditions set forth in the Service Catalog, (as defined below) including the general terms and conditions set forth below. For customers already subscribing to Frontier Services, you will no longer be governed by tariffs on file with any regulatory commission, but instead will be governed by the Service Catalog. If you do not accept the provisions of the Service Catalog, your option is to cancel your services subject to this agreement by calling 1-800-921-8101 for residential customers or 1-800-921-8102 for business customers, or writing to Frontier at 1398 S. Woodland Blvd, Deland FL 32720. You will be responsible for all usage charges, non-recurring charges, early termination charges under other agreements for Frontier products such as Frontier Digital Phone or Frontier Digital Phone Essentials and the pro rata portion of monthly recurring charges incurred prior to the effective date of the cancellation.

This document does not include the complete service catalog, which contains additional terms, including the description, charges, and other terms and conditions applicable to each of the services in the Service Catalog. The following general terms and conditions apply to all services in the Service Catalog. If you are looking for the terms and conditions applicable to specific services, please refer to the Service Catalog on Frontier’s Website at <http://carrier.frontiercorp.com/crtf/tariffs/>.

G1.1 Application

- A. The Service Catalog sets forth the terms and conditions under which Customers (“Customer”, “you” or “your”) agree to use the Services (as defined below) and under which Frontier Communications of America, Inc., (“Frontier”, “Company” or “we”) agrees to provide the Services to Customers, unless otherwise noted.
- B. The Service Catalog is set forth on the Frontier website (the “Website”) at <http://carrier.frontiercorp.com/crtf/tariffs/> and you may request a printed copy of the terms and conditions applicable to the ordered Service by telephoning or writing Frontier at the above telephone numbers or address. Translation services are available upon request.
- C. The Service Catalog becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Service Catalog applicable to your Service upon your use of the Service following notification to you of the availability of the Service Catalog either at the Frontier Website or by telephone, by email, by mail or other communication.



Effective: January 15, 2010

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SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.1 Application (Continued)

- D. Unless expressly stated otherwise, the Service Catalog applies to Customers who have entered into a separate agreement for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate agreement and the terms in the Service Catalog, the terms in the separate agreement shall control with respect to Services subject to that agreement. If you have an agreement, the terms and conditions of the agreement prevail over the Service Catalog.

G1.2 General Terms and Conditions

- A. Services. "Service" or "Services" means all retail telecommunications products or services offered by Frontier in California. Services do not include non-telecommunication services, such as High Speed Internet, which were not included in Frontier's California intrastate tariff prior to January 15, 2010 and which are provided pursuant to federal tariffs or other oral or written agreements.
- B. Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer, except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier's current rates and such charges are also subject to change without notice to Customer, except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
- C. Credit Check. Customer authorizes Frontier to conduct a credit search when ordering new or additional services, which Frontier will use to determine the credit worthiness of the Customer.
- D. Service Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the use of the Services by Customer's family, guests, employees, third parties or the public. Customer shall remain responsible for such charges. Frontier reserves the right to discontinue or deny Service because of misuse or fraudulent use of the Services.
- E. Indemnification. Customer agrees to indemnify and hold Frontier, our employees, affiliates and agents harmless from losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.

Effective: January 15, 2010

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SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

- F. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE SERVICE CATALOG OR OTHER WRITTEN AGREEMENT WITH FRONTIER, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE.
- G. Limitation of Liability
1. Except for damages resulting from the unauthorized or illegal use of the services by you or your family, guests or employees, neither party (nor its suppliers or affiliates) shall be liable to the other party for punitive, special, consequential, incidental or indirect damages including without limitation, loss of business profits, or other commercial or economic loss arising out of the use or inability to use the services, even if the party has been advised of the possibility of such damages.
  2. Frontier's liability to you for any other damages due to failures or disruptions in the services arising from our negligence or breach of our obligations under the Service Catalog shall be limited to the charges for the services affected by the failure for the period of such failure. This liability shall be in addition to any amounts that may otherwise be due you under the terms of the Service Catalog as an allowance for interruptions.
  3. In the event the disclaimer of certain warranties, the limitation of liability or the exclusion of certain damages or any portions thereof, are unenforceable for any reason, our liability shall be limited to the maximum extent permitted by law.
- H. Termination of Services. Frontier may discontinue or limit use of the Services by a Customer without liability and without notice, for the following reasons: a) The Services are being used in violation of any applicable law or regulation; b) The Services are being used in an unauthorized or fraudulent manner; c) The use of the Services adversely affects Frontier's equipment or its service to others; d) Such action is necessary to meet the exigencies of an emergency. Frontier may discontinue the Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Services provided; b) Customer fails to perform any other material obligation or violates any material term or condition of this Service Catalog, and such failure or violation is not cured within thirty (30) calendar days following notice by Frontier; or c) Frontier has other good cause to terminate service. Termination of the Services, for any cause, shall not release Customer from any liability which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation which, by its nature, survives termination.

Effective: January 15, 2010

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SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

- I. Performance Excused. Frontier's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, floods, storms, natural disasters, cut cable, terrorism, power failures or labor difficulties.
- J. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefore.
- K. Miscellaneous.
  - 1. The Service Catalog, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Service Catalog. We may decrease prices without prior notice. Increases to the prices or material changes to the Service Catalog shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email. If you do not agree to the revision(s), you must terminate your Service(s) immediately by contacting Frontier at the above telephone numbers or address, subject to the termination provisions of the Service Catalog. By continuing to use the Services subject to this agreement after revisions are in effect, you are accepting and agreeing to all revisions. If you have an agreement, the terms and conditions of the agreement prevail over the Service Catalog.
  - 2. Either party's failure to enforce any of the provisions of the Service Catalog or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Service Catalog. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Service Catalog will not affect the other parts thereof, and the remaining terms and conditions of the Service Catalog shall continue to apply as necessary to reflect the original intention of the parties.

Effective: January 15, 2010

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SECTION G1 – GENERAL TERMS AND CONDITIONS

G1.2 General Terms and Conditions (Continued)

K. Miscellaneous. (Continued)

3. Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Service Catalog without notice.
4. This Service Catalog shall not provide any third party with a remedy, claim or right of reimbursement.
5. Services are offered in locations where made available by Frontier in its sole discretion.
6. No waiver of any breach of this Service Catalog will be deemed a waiver of any future breach.
7. Nothing in this agreement shall prevent a customer from filing a complaint with the CPUC. If you wish to file a complaint you may do so by contacting the CPUC online at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) or by calling 1-800-649-7570 or in writing to Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA. 94102.

Effective: January 15, 2010

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SECTION R1 - RULES

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Effective: January 15, 2010

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SECTION R1 - RULES

1. DEFINITIONS

ACCESS LINE: An arrangement that connects a customer location to the Company's switching location.

AUTHORIZATION CODE: A numerical code, one or more of which are assigned to a customer to enable Company to identify use of service on his or her account and to bill the customer accordingly for such service. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on his or her account.

BUSINESS CUSTOMER: A customer whose use of service is primarily or substantially of a professional, business, institutional, occupational or other commercial nature.

CHANNEL: Communications path between two or more points.

COMPANY: FRONTIER COMMUNICATIONS OF AMERICA, INC..

CUSTOMER: The person, firm, corporation, or other entity, which orders or uses service and is responsible for the payment of rates and charges and compliance with tariff regulations.

DAY: 8:00 AM to 4:59 PM (Monday through Friday)

EVENING: 5:00 PM to 10:59 PM (Monday through Friday)  
5:00 PM to 10:59 PM (Sunday)

FACILITIES: Any cable, equipment or facilities used to provide the service offered under this tariff.

HOLIDAYS: For the following holidays the evening rate period is used:

New Year's Day	Memorial Day
Independence Day	Labor Day
Christmas Day	Thanksgiving Day
Veterans Day	Martin Luther King Day
Presidents Day	Columbus Day

INTRASTATE COMMUNICATIONS: Any communications that originates and terminates within the same state and is subject to the oversight by a state regulatory commission as provided by the laws of that state.

LOCAL ACCESS AND TRANSPORT AREA (LATA): A group of telephone exchanges within which FCC rules allow local exchange carriers to carry toll telephone calls.

Effective: November 3, 2011

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SECTION R1 - RULES

1. DEFINITIONS (Continued)

MINIMUM SERVICE PERIOD: Minimum service period is one month (30 days).

NIGHT: 11:00 PM to 7:59 AM (Monday through Friday)  
ALL DAY/NIGHT (Saturday)  
11:00 PM to 4:59 PM (Sunday)

RESIDENTIAL CUSTOMER: A customer whose use of service is primarily personal and domestic nature.

SERVICE CATALOG: Those documents that contain the standard descriptions, pricing, and other terms and conditions for services offered on a detariffed basis pursuant to D.07-09-018. Also known as the Frontier Communications of America, Inc., Service Catalog.

SERVICE COMPONENT: Service components include access arranged by the Company and Authorization Codes.

SERVICE DATE: The date that billing starts for service or any service component.

TERMINAL EQUIPMENT: Telecommunications devices, apparatus, and their associated wiring, such as teleprinters, telephone and data sets.

2. GENERAL SERVICE DESCRIPTION

The Service offered under this Service Catalog provides Customer access to the Company's switching network to originate and terminate calls within the state of California. A customer may originate a call over the Company's switched network by presubscribing to the Company's service to place calls on a direct dialed ("1+") basis, or on a casual ad hoc basis, by dialing the Company's Carrier Identification Code (CIC).

(A) Direct Dial Service - Direct Dial Service available to Customers who originate direct dialed calls within the State. This service permits origination of intrastate calls from diverse Customer's local exchange or dedicated access facilities.

(B) Toll Free Service - Toll Free Service (8xx) is an inward calling service. It permits termination of intrastate calls from diverse geographic locations to the Customer's local exchange lines. With Toll Free Service, the Customer is billed for the call rather than the call originator.

California Customers have access to the Company's Interstate and International services which are covered under separate tariffs as governed by the rules and regulations of the Federal Communications Commission.

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Effective: January 15, 2010

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SECTION R1 – RULES

3. APPLICATION FOR SERVICE

Application For Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 3.

4. TIMING OF CALLS

Timing of Calls rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 4.

5. CALCULATION OF DISTANCE

Calculation of Distance rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 5.

6. MINIMUM CALL COMPLETION RATE

Minimum Call Completion Rate rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 6.

7. ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Establishment and Re-Establishment of Credit rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 7.

8. DEPOSITS AND ADVANCE PAYMENTS

Deposits and Advance Payments rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 8.

9. NOTICES

Notices rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 9.

10. ISSUANCE AND PAYMENT OF BILLS

Issuing and Payment of Bills rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 10.

11. DISPUTED BILLS

Disputed Bills rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 11.



Effective: January 15, 2010

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SECTION R1 – RULES

12. DISCONTINUANCE AND RESTORATION OF SERVICE

Discontinuance and Restoration of Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 12.

13. OPTIONAL RATES AND INFORMATION TO BE PROVIDED THE PUBLIC

Optional Rates and Information to be provided the Public rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 13.

14. TEMPORARY SERVICE

Temporary Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 14.

15. CONTINUITY OF SERVICE

Continuity of Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 15.

16. USE OF SERVICE

Use of Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 16.

17. LIMITATIONS OF SERVICE

Limitations of Service rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 17.

18. LIABILITY OF THE COMPANY

Liability of the Company rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 18.

19. RESPONSIBILITIES OF THE CUSTOMER

Responsibilities of the Customer rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 19.

20. INTERCONNECTION

Interconnection rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 20.

21. COMPETITIVE PROMOTIONAL OFFERINGS

Competitive Promotional Offerings rules for Service Catalog services may be found in the Resale Common Carrier Service Tariff Cal. P.U.C. Schedule No. 2-T Rule 217.