

**FRONTIER COMMUNICATIONS OF LAKESIDE, INC.**

**Catalog of Services**  
Title Sheet  
Original Sheet 1

**Effective Date: October 9, 2013**

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**TELECOMMUNICATIONS SERVICES CATALOG**  
**FOR**  
**FRONTIER COMMUNICATIONS OF LAKESIDE, INC.**

Pursuant to Public Act 098-0045, Section 14-501 13-501  
This catalog is not regulated by the Illinois Commerce Commission

**Effective Date: October 9, 2013**

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Effective Date: April 10, 2023

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## GENERAL REGULATIONS

### A. Application of Regulations

1. The regulations set forth herein apply to intrastate services and facilities furnished within the state of Illinois by Frontier Communications of Lakeside, Inc., hereinafter referred to as the Telephone Company.
2. When services and facilities are provided in part by the Telephone Company and in part by other companies, the regulations of the Telephone Company apply to that portion of the service of facilities furnished by it.
3. The Telephone Company does not transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in this catalog.
4. All words or terms used in this catalog of services have the usual meanings are intended to have the meanings regularly ascribed to them by the telephone industry.
5. Where it is considered necessary or helpful to the full understanding of a particular provision, a word or term may be defined in the body in which it is used.
6. In accordance with the decision of the Federal Communications Commission in the Second Computer Inquiry, the rates and regulations provided by the Telephone Company apply only to such equipment considered to be in the Company's inventory prior to January 1, 1983. (C)

## EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in increased rates.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in reduced rates.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services

#### 1. Applications

- .1 Applications for services may be orally or in writing. Requests for additional services may also be made verbally or in writing.
- .2 Any change in rates or regulations prescribed by the Illinois Commerce Commission modifies the terms and regulations of contracts to the extent of such change.
- .3 Business rates apply at the following locations:
  - .3.1 In offices, stores, factories, and all other places of a strictly business nature.
  - .3.2 In boarding houses (except as noted under .4- .4.2), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges (but excluding dormitory rooms at such schools or colleges), hospitals, libraries, churches, and other similar institutions (except as noted under .4 - .4.4).
  - .3.3 At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which in fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law of established custom business places are ordinarily closed.
  - .3.4 Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
  - .3.5 At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
  - .3.6 At any location where the listing of service at that location indicates a business, trade or profession, except as specified under .4 -.4.3 below.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 1. Applications (Cont'd)

##### .4 Residence rates apply at the following locations:

.4.1 In private residences where business listings are not provided.

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

.4.3 In the place of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the subscriber's residence and is not part of an office building. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.

.4.4 Churches, hospitals and other charitable institutions not receiving monies by public taxation or from charges for their services take residence rates for Individual Line Service.

#### 2. Advance Payments

.1 At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's rental plus all service or installation charges that may be applicable in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the customer's account on the first bill rendered.

.2 Federal, State or Municipal governmental agencies may not be required to make advance payments.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 3. Establishment of Credit

.1 The Telephone Company is not obligated to furnish or continue to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangement have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Telephone Company may require any subscriber to establish an maintain his credit in one of the following ways:

.1.1 By furnishing acceptable credit references to the Telephone Company.

.1.2 By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.

.1.3 By means of a cash deposit.

The Telephone Company shall be the sole judge as to whether or not the references or guarantee in writing are acceptable.

#### Deposits

The amount of deposit required for the purpose of establishing a subscriber's credit shall not exceed the estimated telephone service charges for two (2) months for residential services, and four (4) months for business service. The Telephone Company may require the subscriber to increase the amount of the deposit at any time if, in its opinion, the charges billed against the subscriber are found to warrant such an increase.

.2 Deposit not to affect regular collection practices.

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

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 3. Establishment of Credit (Cont'd)

##### .3 Interest to be paid on deposits.

Interest shall be paid on all deposits held by the Company. The rate of interest will be the same as the rate existing for one year United States treasury bills at that point in time when the determination of the interest rate is made by the Commission. Simple interest shall be computed from paid annually or at the time of discontinuance of service or withdrawal of the deposit.

##### .4 Discontinuance of service for failure to maintain credit.

Service may be discontinued for failure to maintain credit, as authorized above, no sooner than eight (8) days after the Company has served or mailed notice requiring the subscriber so to do.

##### .5 Reconnect Charge.

Where service has been discontinued for failure to maintain credit as authorized above, the reconnect charge in accordance with this Catalog will be made and collected by the Company.

##### .6 Guarantee in lieu of deposit

In lieu of a deposit, the Company will accept the written guarantee of a responsible party as surety for a residential service account. A current customer of the same company with at least twelve (12) months service which has not been discontinued for non-payment during the most recent twelve (12) months qualifies as a responsible party. A guarantee shall be approved if it conforms to the following conditions:

- a. It must be in writing, stating the terms of the guarantee, including the maximum amount guaranteed, and that the Company will not hold the Guarantor liable for sums in excess of that amount.
- b. The guarantee will remain in full force and effect until thirty (30) days after receipt of the Company of a cancellation of this agreement from the Guarantor. However, the Company is not obliged to release the Guarantor from their obligation if the Company has reason to believe the customer has used a device or scheme to obtain service without payment and has so notified the customer.
- c. The maximum amount guaranteed will not exceed the amount of deposit which would have been charged the applicant or customer.

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**GENERAL REGULATIONS**

B. Establishment and Furnishing of Services (Cont'd)

3. Establishment of Credit (Cont'd)

- d. The Guarantor will be released from their obligation when the applicable customer has had service for twelve (12) months, so long as: (1) the customer has paid any past due bill for service owed to the Company; (2) service has not been discontinued for non-payment; (3) the customer has not paid late four(4) times; or (4) the Company has not provided evidence that the customer used a devise or scheme to obtain service without payment. A copy of the letter of guaranty is shown on the following sheet.
- .7 The Company will agree to accept a Surety Bond in lieu of a cash deposit, provided that such surety bond has been issued by an insurance company that has received a certificate of authority from the Department of Insurance to do business in Illinois.

**Sample letter of Guaranty**

Frontier Communications of Lakeside, Inc.  
Fourth and Lake Streets  
Lakeside, IL 61322-0110

Gentlemen:

In consideration of the Frontier Communications of Lakeside, Inc. providing residence telephone service to (Name and Address of Applicant), hereafter called the "customer", and accepting this Letter of Guaranty in place of a deposit for security, I hereby guarantee payment of the customer's final telephone bill if the service is disconnected. However, my liability will not exceed \$(amount) for which amount this shall be continuing guarantee.

I waive communication and notice of Frontier Communications of Lakeside, Inc. acceptance of this Letter of Guaranty and acknowledge that I have received notice sufficient to obligate me as Guarantor in case Frontier Communications of Lakeside, Inc. calls upon me to pay the final bill for telephone service furnished to the customer.

I reserve the right to cancel this letter of Guaranty by giving 30 days prior written notice sent to:

Frontier Communications of Lakeside, Inc.  
Fourth and Lake Streets  
P.O. Box 110  
Lakeside, IL. 61322-0110

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 19 \_\_\_\_.

(Signature of Guarantor)

(Name of Guarantor), Guarantor

(Telephone Number)



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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 4. Use of Service and Facilities

##### .1 Ownership and Use of Equipment

Equipment and lines furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment or lines. If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or the public or to the property, the Telephone Company may refuse to install and maintain such service.

##### .2 Use of Customer Owned Equipment

.2.1 Customer-provided equipment or protective circuitry may be connected to the telecommunications network in accordance with provisions of the Federal Communications Commission's registration program as are now in effect or may become effective.

.2.2 Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this section. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

.2.3 Where telecommunications service is available under this catalog for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of the Company employees or the public: damage, require change in or alteration of, the functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Company charges, as specified in visits by the Company to the customer's premises where a service difficulty or trouble results from the customer-provided equipment or system.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 4. Use of Service and Facilities (Cont'd)

##### .2 Use of Customer Owned Equipment (Cont'd)

- .2.4 The company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communication systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service subject to this responsibility. The Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in such transmission: or (2) the reception of signals by customer-provided equipment or systems.
- .2.5 The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or communications systems obsolete or require modification or alteration of such equipment or systems or otherwise affect its use of performance.
- .2.6 The Company will not be responsible for any loss or damage nor for any impairment or failure of the service arising from or in connection with the use of equipment of customers and not caused solely by the negligence of the Company.
- .2.7 Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this catalog, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. If the initial notification is verbal and the violation continues the customer may be notified, in writing, of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm, in writing, to the Company within 10 days following receipt of notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provision of this catalog.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 4. Use of Service and Facilities (Cont'd)

##### .2 Use of Customer Owned Equipment (Cont'd)

.2.8 The customer indemnifies and saves the Company harmless against claims or infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company, and against all other claims arising out of any acts or omission of the customer in connection with facilities provided by the Company.

##### .2.9 Connections of Customer-Provided Equipment

- a. The use of customer-provided equipment shall not require change in, or alteration of the equipment or other facilities of the Telephone Company.
- b. The Telephone Company may make changes in its communications facilities, equipment, operations or procedures, where such action is not inconsistent with applicable laws, rules and regulations.
- c. Before connecting registered or grandfathered ancillary equipment to Telephone Company facilities, the customer shall be responsible for contacting the Telephone Company in order to obtain proper ringer frequency of such equipment. A customer who fails to contact the Telephone Company before such connection will be subject to discontinuance of service.
- d. Upon experiencing trouble, the customer shall disconnect all customer-provided equipment from the line and analyze it for malfunction. If any such equipment is found defective, its use shall be immediately discontinued until correction is made.
- e. In the event customer-provided equipment causes harm, the Telephone Company will, when practicable, notify the customer that discontinuance of service may be required, however, where prior notice is not practicable, the Telephone Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Telephone Company will:
  - (1) Promptly notify the customer of such temporary discontinuance.
  - (2) Afford the customer the opportunity to correct the situation which gives rise to the temporary discontinuance.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 4. Use of Service and Facilities (Cont'd)

##### .2 Use of Customer Owned Equipment (Cont'd)

##### .2.9 Connections of Customer-Provided Equipment (Cont'd)

As used in this paragraph the term "harm" means:

Electrical hazards to Telephone Company personnel, damage to Telephone Company equipment, malfunction of Telephone Company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

f. If trouble detected by or reported to the Telephone Company results in the Telephone Company dispatching one of its employees to the customer's premises and the trouble is determined not to be caused by Telephone Company equipment or facilities, the customer will be so notified and will be liable for the premises visit charge as set forth in this catalog.

##### .2.10 Liability

a. Since the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and since errors incident to the services and to the use of such facilities of the Telephone Company may be unavoidable, the services and facilities of the Telephone Company are furnished subject to the terms, conditions and limitations specified in the following.

b. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Telephone Company, occurring in the course of furnishing service or other facilities and not caused by (1) the negligence of the customer; or (2) the negligence of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equal to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure of defect in facilities occurs.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 4. Use of Service and Facilities (Cont'd)

##### .2 Use of Customer Owned Equipment (Cont'd)

##### .2.10 Liability (Cont'd)

c. The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright from material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

d. The Telephone Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents, transmitted over the facilities of the Telephone Company. (1) caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a Telephone Company-provided connecting arrangement); or (2) not prevented by customer-provided equipment but which would have been prevented had Telephone Company-provided equipment been used.

##### .3 Tampering with Equipment

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

##### .4 Termination or Re-origination of Calls Received Over a Data Service

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

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**GENERAL REGULATIONS**

**B. Establishment and Furnishing of Services (Cont'd)**

**5. Customer Billing (Cont'd)**

- .1 The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the customer's telephone.
- .2 Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
- .3 Bills are due twenty-one (21) days after the date of postmark on the bill and may be paid at any business office of the Telephone Company or at any agency authorized to receive such payments.
- .4 The Company may issue a special bill if a customer accumulates unusually high charges for toll calls in a short period of time. However, such special toll bill may be rendered to a residential customer only during the first twenty-four (24) months of that customer's telephone service. Special toll bills shall be due ten (10) days from the mailing date.
- .5 For billing purposes each month is presumed to have thirty (30) days.
- .6 Retroactive billing adjustments will not be made for a period exceeding three years.
- .7 The Company may discontinue service to a customer who fails to pay a past due bill, but only after it has mailed a written notice of discontinuance. This notice shall be transmitted separately from any other written matter or bills, and service shall not be discontinued until at least eight (8) days after postmark on the notice. Notice of discontinuance shall not be mailed before the third day following the due date shown on the bill.
- .8 If a customer's service is restored after having been delinquent or temporarily suspended at the customer's request, the customer will be required to pay a restoral of service charge.
- .9 The Company need not restore service unless and until all amounts due at the day of payment are paid in full.

Effective Date: September 2, 2021

GENERAL REGULATIONS

B. Establishment and Furnishing of Services (Cont'd)

5. Customer Billing (Cont'd)

.10 Digital Billing (T)

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

	Monthly Rate		
	<u>Residence</u>	<u>Business</u>	
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00	(N) (N) (T)(I)

.11 Duplicate Bill Charge

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

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

6. Initial Contract Periods

- .1 Except as hereinafter provided, the initial (or minimum) contract period for all services where facilities are in place is one month at the same location.
- .2 The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customer to the day the succeeding directory is first distributed to the customer.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 6. Initial Contract Periods (Cont'd)

- .3 When P.B.X. service or a service is demanded which requires special or nonstandard types or arrangements of equipment or make it necessary to construct or install additional or special facilities or equipment, the Telephone Company may require that a written contract be executed between the Telephone Company and the customer providing for a minimum contract period of one year at the same location.
- .4 Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.
  - .4.1 In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.
  - .4.2 In the case of directory listings where the listing has appeared in the directory, the charges due to the end of directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing subject, however, to a minimum charge for one month.
    - a. The contract for the primary service is terminated.
    - b. The listed party becomes a customer to some class of exchange service.
    - c. The listed party moves to a new location.
    - d. The listed party dies.
  - .4.3 For P.B.X. service or special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.
  - .4.4 Contracts for periods of longer than one year covering services whose installations required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period or the contract will be transferred to a new applicant who is to occupy the same premises and will accept the service effective on the day following termination by the original customer.
- .5 Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of the service.



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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 7. Abuse or Fraudulent Use of Service

- .1 The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
  - .1.1 the use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
  - .1.2 the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
  - .1.3 the use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another;
  - .1.4 the use of profane or obscene language;
  - .1.5 the use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers;
  - .1.6 the impersonation of another.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 8. Termination of Service

##### .1 By the Telephone Company

- .1.1 The Telephone Company may refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:
  - a. upon the continuance of any unpaid amount due for a period of 10 days following temporary suspension;
  - b. upon the continuance of any unauthorized attachment or connection of customer owned facilities with facilities provided by the Telephone Company;
  - c. upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is or is to be used for an illegal purpose;
  - d. upon the use of a service in such a manner that, in the opinion of the Telephone Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Telephone Company's plant, property or service;
  - e. upon a violation of any of the regulations governing the furnishing of a service.

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## GENERAL REGULATIONS

### B. Establishment and Furnishing of Services (Cont'd)

#### 8. Termination of Service (Cont'd)

##### .2 At Customer's request

- .2.1 Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Telephone Company and upon agreement to pay all charges due for the service furnished, plus any termination charge which might be applicable.
- .2.2 Where a contract for service with a one month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- .2.3 No minimum or termination charge will apply where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- .2.4 No minimum or termination charge will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

#### 9. Resale of Service

- .1 The resale of any service, provided by the Telephone Company is not permitted except as provided elsewhere in this catalog or as specifically authorized by the Telephone Company.

#### 10. Telephone Number

- .1 The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
- .2 The Telephone Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

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**GENERAL REGULATIONS**

**B. Establishment and Furnishing of Services (Cont'd)**

**11. Directories**

- .1 The Telephone Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
- .2 Directories regularly furnished to customers shall remain the property of the Telephone Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Telephone Company shall be used in conjunction with any directory furnished by the Telephone Company.
- .3 No liability for damages arising from errors in or omissions of directory listings, or listing obtained from the "Information Operator" shall attach to the Telephone Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

**12. Alterations**

- .1 The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company current charges for such changes.

**13. Subscriber Service-Use Of.**

- .1 Subscriber telephone service is furnished for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semipublic character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, subscriber service may be installed, provided the instrument is so located that it is not accessible for public use.

Effective Date: October 9, 2013

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## GENERAL REGULATIONS

### C. Obligation of Telephone Company

#### 1. Furnishing of Service

- .1 The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

#### 2. Maintenance and Repair

- .1 All costs associated with the maintenance and repair of services furnished by the Telephone Company will be borne by the Telephone Company except as specified elsewhere in this Catalog.
- .2 The Telephone Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.
- .3 Access to customer's premises, at any reasonable hour, will be given to representatives of the Telephone Company for the purpose of inspecting, repairing, testing or removing any part of the Telephone Company's facilities.

#### 3. Allowance for Interruptions

- .1 In the event of an interruption to the service, which is not due to the negligence of the customer, an allowance will be made upon request if the interruption continues for more than 12 hours from the time it is reported to the Telephone Company.
- .2 The allowance will be the pro-rated portion of the monthly rate or monthly guarantee for the service or the portion of the service made inoperative and shall be accomplished by a credit on a subsequent bill for telephone service. The minimum credit will be for 24 hours.

Effective Date: October 9, 2013

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## GENERAL REGULATIONS

### C. Obligation of Telephone Company (Cont'd)

#### 4. Liability

- .1 The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occur.
- .2 When the facilities of other companies are used in establishing connections to points not reached by the Telephone Company's facilities, the Telephone Company is not liable for any act or omission of the other company or companies.
- .3 The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscribers' premises resulting from the existence of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company or its employees.
- .4 Liability for telephone directories is covered elsewhere in this Catalog.

### D. Special Equipment or Special Assemblies of Equipment

1. Special equipment or assemblies of equipment, for which provision is not otherwise made in this catalog, may be provided where practicable, if not detrimental to any of the services furnished by the Telephone Company. The charge for such facilities may be in the form of an installation charge only, a monthly charge only, or both, and will include, as applicable, one or more of the following estimated expense items associated with the special equipment or service provided:
  - .1 maintenance expense
  - .2 depreciation expense - including reusable and nonrecoverable items
  - .3 administration expense
  - .4 taxes - including Federal Income Tax
  - .5 any other specific items of expense that may be associated with the facility provided
  - .6 a reasonable return on investment
2. The estimated installed cost used in the derivation of the various expense items shall include the following:
  - .1 material
  - .2 material overhead
  - .3 installation labor
  - .4 installation labor overhead

Effective Date: October 9, 2013

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## GENERAL REGULATIONS

### E. Private and Public Resale of Service

1. Private resale is the subscription to telecommunications services and facilities by one entity and limited reoffering, for profit of those communications services and facilities not to the public but to a limited group possessing common features or attributes such as an association or membership corporation providing service to its members, or an organization set up to serve a well-defined industry group or to closely located or affiliated buildings.
2. Public resale is the subscription to communications services and facilities by one entity and the reoffering of communications services and facilities to the public (with or without adding value) for profit pursuant to authority granted by the Illinois Commerce Commission.
3. Sharing of service is a non-profit arrangement in which several users collectively use communications services and facilities provided by a carrier, with each user paying the communications related costs associated therewith according to its pro rata usage of the communications services and facilities.
4. No payment may be exacted, directly or indirectly from any person by any party other than the Company for use of any of the Company's services except in exchanges offering only measured local exchange and foreign service.

If an end user in a group or entity served by a public reseller, private reseller or sharer wishes to obtain service from the Company and it is in the Company's best interest to lease or purchase the resellers or sharers facilities, the Company will connect its facilities to those of the reseller or sharer to provide service to the end user as set forth below.

- .1 When an end user in a group or entity being served by a reseller or sharer wishes to obtain service from the Company, the reseller or sharer must sell or lease necessary facilities to the Company to connect the end user to Company facilities.
- .2 Facilities will be leased or purchased from the reseller or sharer on the basis of "cost". The reseller or sharer must provide the Company with a cost statement illustrating applicable cost elements including; but not limited to, labor, material, and other related items. It shall also be the resellers or sharers responsibility to furnish the Company a lease agreement or bill of sale, as appropriate, covering each location and facility obtained. Such leases will be restricted to the period of time facilities are used to provide the end user service from the Company. Bills of sale shall carry reseller or sharer buy back provisions in the event the facility is no longer required by the Company. Such leases and bills of sale shall contain provisions stating that the Company and the reseller and sharer shall not be liable, one to the other, for damages (including, without limitation, service outages, service interruptions or transmission quality) caused by the Company or the reseller or sharer, as the case may be. The reseller or sharer shall indemnify and hold harmless the Company from such damages sought by end users of the reseller or sharer.

**Effective Date: October 9, 2013**

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**GENERAL REGULATIONS**

E. Private and Public Resale of Service (Cont'd)

5. If the revenue to be derived from the service provided is not sufficient to warrant the Company assuming the cost of leasing or purchasing such facilities, the end user requesting the Companys services may be required to pay all or a portion of the costs, based on the circumstances in each case.



Effective Date: October 9, 2013

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## SERVICE QUALITY GUARANTEES

### A. Definitions of Terms Used in This Section

**ALTERNATIVE TELEPHONE SERVICE** – Alternative telephone service means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.

**APPOINTMENT** – An appointment is a four-hour time period, or such other time period agreed to by the Company and the customer, in which the Company has agreed to make a premise visit which requires the customer to be present

**BASIC LOCAL EXCHANGE SERVICE** – Basic local exchange service means residential and business lines used for basic local exchange telecommunications service as defined in Section 14-204 of the Public Utilities Act, excluding:

1. services that employ advanced telecommunications capability as defined in Section 906(c)(1) of the Federal Telecommunications Act of 1996;
2. vertical services;
3. company official lines; and
4. records work only.

**BASIC LOCAL EXCHANGE SERVICE INSTALLATION** – Basic local exchange service installation shall include all installation and move orders or residential and business single lines, including orders for additional lines, and shall exclude orders for the following:

1. services that employ advanced telecommunications capability as defined in Section 906(c)(1) of the Telecommunications Act of 1996 and special services (e.g., WATS, FX)
2. vertical services
3. payphones
4. company official lines
5. records work only
6. orders impacted by the customer for the following reasons:
  - .1 hold for payment
  - .2 customer will advise
  - .3 customer requested later due date
  - .4 no access

Effective Date: October 9, 2013

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**SERVICE QUALITY GUARANTEES**

A. Definitions of Terms Used in This Section (Cont'd)

**EMERGENCY SITUATION** – Emergency situation means a single event that causes an interruption of service or installations affecting end users of the Company. The emergency situation shall begin with the first end user whose service is interrupted by the single event and shall end with the restoration of the service of all affected end users. The term “single event” shall include:

1. A declaration made by the applicable state or federal governmental agency that the area served by the Company is either a state or federal disaster area; or
2. An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the Company; or
3. A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

The term “emergency situation” does not include:

1. A single event caused by high temperature conditions alone; or
2. A single event caused by acts or omissions of the Company, its agents, employees or contractors; or
3. Any service interruption that occurs during a single event listed in above, but are not caused by those single events; or
4. A single event that the Company could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall the Company be required to undertake precautions which are technically infeasible or economically prohibitive.

Effective Date: October 9, 2013

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**SERVICE QUALITY GUARANTEES**

A. Definitions of Terms Used in This Section (Cont'd)

**MONTHLY RECURRING CHARGE** – Monthly recurring charges eligible for credit in Paragraph 4 of this Section are:

1. the monthly access/usage charge, including any flat rate EAS charge
2. any vertical service that is disrupted by an outage.

**OUT OF SERVICE** – Out of service means that the customer:

1. has no dial tone; or
2. cannot be called; or
3. cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user's calling or call receiving ability.

**24 HOURS NOTICE** – The Company considers that 24 hours notice of its inability to keep an appointment is given if the company attempts to notify the customer of its inability to keep the appointment at least 24 hours before the end of the time period that constitutes the original appointment.

B. Installation Guarantee

1. The Company will install basic regulated local exchange service within 5 business days after receipt of an order from a customer unless the customer requests an installation date that is beyond 5 business days after placing an order for basic local exchange service. If a customer has requested installation on or by a date more than 5 business days in the future, the Company will install service by the day requested. The Company will inform the customer of its commitment to install basic local exchange service within the times specified in this section.
2. If the Company fails to install basic regulated local exchange service within the times specified in this section, the Company will waive 50 percent of the regulated installation charges, excluding any charges applicable under special conditions as defined elsewhere in this Catalog.

Effective Date: April 3, 2014

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### SERVICE QUALITY GUARANTEES

#### B. Installation Guarantee (Cont'd)

3. If the Company fails to install basic regulated local exchange service within 10 business days after receipt of an order, or fails to install service within 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of an order, the Company will waive 100% of the regulated installation charges, excluding charges applicable under special conditions as defined elsewhere in this Catalog.
4. The Company will provide an additional credit of \$20 per day or, at the option of the customer, alternative telephone service, if the failure to install regulated local exchange service continues beyond the initial 10 business days, or beyond the 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of the order.

#### C. Repair and Installation Appointment Guarantee

1. The Company will keep all repair and installation appointments for regulated basic local exchange service, unless the Company provides 24 hours notice of its inability to keep the appointment as provided herein.
2. If the Company fails to keep a scheduled repair or installation appointment for regulated basic local exchange service, the Company will credit the customer's account \$25.00 (T)

#### D. Out-Of-Service Repair Guarantee

1. The Company will restore basic local exchange service for a customer within 30 hours of receiving notice that a customer's basic local exchange service is out-of-service. (T)
2. If the Company fails to repair an out-of-service condition within 30 hours of receiving notice but repairs the out-of-service condition within 48 hours, the customer will be credited a pro-rata portion of the customer's monthly recurring charge for the basic local exchange service. (T)
3. If the Company fails to repair an out-of-service condition within 48 hours of receiving notice but repairs the out-of-service condition within 72 hours, the Company will credit the customer's account an amount equal to 33 percent of the customer's monthly recurring charge for the basic local exchange service.

**Effective Date: October 9, 2013**

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**SERVICE QUALITY GUARANTEES**

**D. Out-Of-Service Repair Guarantee (Cont'd)**

4. If the Company fails to repair an out-of-service condition within 72 hours of receiving notice but repairs the out-of-service condition within 96 hours, the Company will credit the customer's account an amount equal to 67% of the customer's monthly recurring charge for the basic local exchange service.
5. If the Company fails to repair an out-of-service condition within 96 hours of receiving notice but repairs the out-of-service condition within 120 hours, the Company will credit the customer's account an amount equal to the customer's monthly recurring charge for the affected basic local exchange service.
6. If the Company fails to repair an out-of-service condition within 120 hours, in addition to the credits provided above, the Company will provide the customer with an additional credit of \$20.00 per day, or at the customer's option, alternative telephone service.

**E. Exclusions**

The credits specified in this section do not apply if the failure to repair or install:

1. Occurs as a result of a negligent or willful act on the part of the customer;
2. Occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
3. Occurs as a result of, or is extended by, an emergency situation;
4. Is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the failure to repair or install is not further extended by the Company;
5. Occurs as a result of a customer request to change the scheduled appointment, provided the failure to install or repair is not further extended by the Company;
6. Occurs as a result of the Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
7. Occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in an area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to the Company's obligation for reasonable facilities planning.

Effective Date: August 1, 2024

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**LOCAL EXCHANGE SERVICE**

A. Findlay Exchange

1. Local Area Service

.1 Definition: Local Area Service provides a network access line and unlimited calling on a flat rate basis to other access lines within the Findlay exchange.

.2 Monthly Rates (per access line)

.2.1 Business

a. Individual Line:	\$33.00
b. PBX Trunk:	\$33.00

.2.2 Residence

a. Individual Line:	\$30.00
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(1)

2. Extended Area Service

.1 Definition: Extended Area Service provides unlimited calling on a flat rate basis from access lines within the Findlay exchange to access lines in the included exchanges listed below.

.2 Included Exchanges: Kirksville, Shelbyville.

.3 Monthly Rates (per access line)

.3.1 Business

a. Individual Line:	\$1.98
b. PBX Trunk:	\$1.98

.3.2 Residence

a. Individual Line:	\$1.98
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Effective Date: June 1, 2023

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**LOCAL EXCHANGE SERVICE**

B. Kirksville Exchange

1. Local Area Service

.1 Definition: Local Area Service provides a network access line and unlimited calling on a flat rate basis to other access lines within the Kirksville exchange.

.2 Monthly Rates (per access line)

.2.1 Business

a. Individual Line:	\$33.00
b. PBX Trunk:	\$33.00

.2.2 Residence

a. Individual Line:	\$27.50
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(I)

2. Extended Area Service

.1 Definition: Extended Area Service provides unlimited calling on a flat rate basis from access lines within the Kirksville exchange to access lines in the included exchanges listed below.

.2 Included Exchanges: Kirksville, Shelbyville.

.3 Monthly Rates (per access line)

.3.1 Business Individual Line, PBX Trunk, and Residence Individual Line.

Effective July 1, 1986	\$3.00
Effective July 1, 1987	\$6.00
Effective July 1, 1988	\$9.70

Effective Date: December 10, 2015

**LOCAL EXCHANGE SERVICE**

C. Supplemental Charge to Certain Interstate Rates

1. Effective for service rendered on and after the effective date of this Catalog, the company will charge its subscribers, in addition to all other applicable rates and charges, an additional supplemental charge of \$.63 per line effective July 1, 1985. The supplemental charge which was authorized by Order of the Illinois Commerce Commission in Docket No. 83-0142, has been included in the calculation of the access line rate listed in this Catalog and applies to the following:

(N)  
(N)  
(N)

<u>Residence</u>	<u>Local Area Service</u> <u>Business</u>
Individual Line	Individual Line P.B.X. Trunk
	Emergency Reporting Service
	Semi-Public Telephone Service

2. Effective for service rendered on and after the effective date of this Catalog, the company will charge its subscribers, in addition to all other applicable rates and charges, an additional supplemental charge of \$.83 per line effective January 1, 1986. The supplemental charge which was authorized by Order of the Illinois Commerce Commission in Docket No. 83-0142, has been included in the calculation of the access line rate listed in this Catalog and applies to the following:

(N)  
(N)  
(N)

<u>Residence</u>	<u>Local Area Service</u> <u>Business</u>
Individual Line	Individual Line P.B.X. Trunk
	Emergency Reporting Service
	Semi-Public Telephone Service



**Effective Date: December 10, 2015**

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**LOCAL EXCHANGE SERVICE**

**C. Supplemental Charge to Certain Interstate Rates**

3. Effective for service rendered on and after the effective date of this Catalog, the company will charge its subscribers, in addition to all other applicable rates and charges, an additional supplemental charge of \$0.64 per line effective January 1, 1987 and an additional supplemental charge of \$0.64 effective June 1, 1987. This Catalog applies to Individual Line, PBX Trunk, Emergency Reporting and Semi-Public Telephone Service. The supplemental charge which was authorized by Order of the Illinois Commerce Commission in Docket No. 83-0142, has been included in the calculation of the access line rate listed in this Catalog.

(N)  
(N)  
(N)

4. Effective for service rendered on and after the effective date of this Catalog, the company will charge its subscribers, in addition to all other applicable rates and charges, an additional supplemental charge of \$1.13 per line effective January 1, 1988 and an additional supplemental charge of \$1.13 effective July 1, 1988. This Catalog applies to Individual Line, PBX Trunk, Emergency Reporting, and Semi-Public Telephone Service. The supplemental charge which was authorized by Order of the Illinois Commerce Commission in Docket No. 83-0142, has been included in the calculation of the access line rate listed in this Catalog.

(N)  
(N)  
(N)

5. Effective for service rendered on and after the effective date of this Catalog, the company will charge its subscribers, in addition to all other applicable rates and charges, an additional supplemental charge of \$1.13 per line effective January 1, 1989, and additional supplemental charges of \$1.13 effective July 1, 1989, and January 1, 1990. This Catalog applies to Individual Line, PBX Trunk, Emergency Reporting, and Semi-Public Telephone Service. The supplemental charge which was authorized by Order of the Illinois Commerce Commission in Docket No. 83-0142, has been included in the calculation of the access line rate listed in this Catalog.

(N)  
(N)  
(N)

**D. Supplemental Schedule Due to Message Tax**

Pursuant to Title 83, Illinois Administrative Code 270 as amended, the Company will charge, in addition to all other lawful rates and charges, 5.10% of the amount payable for intrastate charges on bills having a date after July 1, 1988.

Effective Date: October 9, 2013

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## SERVICE CHARGES

### A. General

1. Service Connections - New installations of telephone service and/or equipment, or subsequent additions to telephone service and/or equipment. No distinction is made between a new installation and an "outside move".
2. Changes - Transfer of telephone service and/or equipment from one location to another location within or outside the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring

### B. Conditions

1. Service Charges apply in addition to all other rates and charges, including Construction Charges, Mileage Charges, and Nonrecurring Charges.
2. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
3. When an existing class of Exchange Telephone Service is downgraded, Service Charges apply for the surviving class of service.
4. Service Charges apply to the establishment of Exchange Telephone Service as follows:
  - a. Ordering and Connection Charges apply each time service is established.
5. Service Charges do not apply to residence changes from dial service to Touch Calling Service under the following conditions:
  - a. During the one-month period immediately following the establishment of Touch Calling Service in a given exchange.
6. When maintenance activities require the disconnection of an existing station, Service Charges do not apply to its reconnection. If the disconnected station cannot be reconnected and is replaced for maintenance purposes, Service Charges do not apply to connection of the replacement station.

Effective Date: January 15, 2021

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### SERVICE CHARGES

#### C. Explanation of Service Charges

1. Service Order Charge - Initial - Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.
2. Service Order Charge - Subsequent - Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.
3. Central Office Connection Charge - Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.
4. Reconnect Charge - The Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.
5. Access Line Work Charge - The charge applies to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.
6. Premises Visit Charge - A Premises Visit Charge is applicable when travel to the customer's premises is necessary to perform work. When more than one visit is necessary, for Company reasons, to complete the work, only one Premises Visit Charge applies. A Premises Visit Charge is not applicable for the retrieval of Company property.

(D)

(D)

Effective Date: January 15, 2021

SERVICE CHARGES

(D)  
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 (D)

D. Charges

	Nonrecurring Charge	
	<u>Residence</u>	<u>Business</u>
1. Service Order Charge – Initial, per order	\$25.00	\$25.00
2. Service Order Charge –Secondary, per order	\$22.00	\$24.00
3. Central Office Connection Charge, per line	\$25.00	\$25.00
4. Reconnect Charge	\$45.00	\$45.00
5. Access Line Work Charge, per order	\$20.00	\$20.00
6. Premises Visit Charge, per order	\$15.00	\$15.00

(D)  
 (D)

E. Other Service Charges

1. Work involving services and equipment items not specifically covered in this Section will be performed subject to the application of installation and nonrecurring charges shown elsewhere in this Catalog.
2. Work involving services and equipment items for which an installation or nonrecurring charge is not specified, either in this Section or elsewhere in this Catalog will be performed on the basis of "Cost" as defined in the following paragraph.
  - a. The term "Cost" means labor, materials, charges for supervision and other applicable overhead expenses.

Effective Date: October 31, 2016

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**OTHER CHARGES**

A. Installment Billing

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over a three-month period, subject to the following conditions:

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- 1) Installment billing is offered only to customers who are not known credit risks to the Company.
- 2) More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.
- 3) Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.
- 4) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.
- 5) Installment billing will be continued even when service is temporarily suspended.
- 6) Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.
- 7) No interest or finance charges apply.

Effective Date: October 9, 2013

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**OTHER CHARGES**

B. Not Sufficient Funds Check Charge

1. Checks presented in payment for services and subsequently returned to the Company by the customer's bank for "Not Sufficient Funds" (NSF), per customer, per check

Nonrecurring Charge                      \$25.00

2. A customer will be placed on a "cash only" basis upon receipt of two (2) NSF checks within a twelve (12) month period of time. Telephone Service will be provided to a customer who has been placed on a "cash only" basis, provided cash is delivered to the business office on a timely basis for the payment of telephone service. "Cash only" is herein defined as cashier's check, U.S. currency, or money order.

C. Dual Party Relay Service

1. Concurrence in regulations and charges of the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation.
  - .1 Frontier Communications of Lakeside, Inc. concurs in the Rates, Rules, and Regulations governing: (1) Intrastate Telecommunications Provisions for the Hearing- and Voice-Impaired as filed by the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation in its Ill. C. C. No. 1 tariff; (2) Intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Dual Party Relay Service as filed by the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation in its Ill. C. C. No. 2 tariffs.
  - .2 Frontier Communications of Lakeside, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation in its Ill. C. C. No. 1 and Ill. C. C. No. 2 tariffs.
  - .3 Frontier Communications of Lakeside, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

Effective Date: May 5, 2022

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**OTHER CHARGES**

C. Dual Party Relay Service (Cont'd)

2. ITAC Supplemental Charge

ITAC Supplemental Charge Pursuant to the Order dated April 21, 2022, of the Illinois Commerce Commission in Docket No. 20-0170, the Company will continue to impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VOIP residential subscriber lines, a charge of 0.4 cents per VOIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced multichannel services shall mirror Frontier Communications of Illinois, Inc. application of 911 charges. The assessment on prepaid wireless transactions is established at 0.07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges became effective with bills rendered on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

(C)

(C)

D. Late Payment Charge

1. A late payment charge of 1.5% or \$9.00, whichever is greater, for residential customers and 1.5% and \$9.00 for commercial customers per month shall apply to all bills not paid by the due date on the bill. Governmental (tax supported) entities shall not be charged a late payment charge until forty-five (45) days after the issue date of the bill.

E. Telephone Assistance Programs

1. Link Up Program

a. Supplemental Link Up Telephone Assistance Program

- (1) A one-time supplemental credit of up to \$35.00, of the total connection charge will be applied to each new eligible subscriber.
- (2) The Supplemental Link Up Program is funded through voluntary contributions from Illinois customers as described in 3 following.
- (3) Same eligibility requirements as listed under lifeline below.

Effective Date: December 1, 2020

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**OTHER CHARGES**

E. Telephone Assistance Programs (Cont'd)

2. Lifeline Program

a. General

- (1) The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers will receive a monthly discount of:

Monthly Credit

Broadband Services = service that includes qualifying broadband service. \$9.25

Voice Services = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 64.403 (a)(2). \$5.25 (R)

- (2) Applicant signs document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one of the following programs:

- (1) Medicaid
- (2) Food Stamps.
- (3) Supplemental Security Income (SSI)
- (4) Federal Housing Assistance
- (5) Veterans Pension
- (6) Survivors Pension

- (3) The Company's verification either through the Department of Public Aid or, in lieu of electronic verification, applicants will sign the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.

- (4) Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a service deposit in order to initiate Lifeline service.

- (5) Lifeline service shall not be disconnected for nonpayment of toll charges.



Effective Date: October 9, 2013

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**OTHER CHARGES**

E. Telephone Assistance Programs (Cont'd)

3. Universal Telephone Assistance program (UTSAP) Voluntary Funding

Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.

(1) Residential customers may elect to contribute:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

(2) Business customers may elect to contribute:

- (a) \$1.00
- (b) \$5.00
- (c) \$10.00
- (d) \$25.00

- a. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to Company.
- b. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

Effective Date: October 9, 2013

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**OTHER CHARGES**

F. Digital Divide Elimination Fund Program

1. General

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

2. Description

- .1 Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
- .2 This contribution will be a line item on the bill and identified as the "Digital Divide Fund".
- .3 Contributions shall be collected on a recurring basis each month from the customer's bill and remittance shall be reported and transferred to the Department or its designee as required by Section 958.60.
- .4 Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month per line.
- .5 Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
- .6 Failure by the customer in any month to remit the entire bill amount may reduce the contribution accordingly.

Effective Date: April 1, 2024

**OTHER CHARGES**

G. Frontier Road Work Recovery Surcharge

1. General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange Catalog. The surcharge will be billed monthly per account.

2. Regulations

- a. Surcharge will be assessed at the time of billing.
- b. There will be no proration of charges.
- c. There will be no discounts for vacation, seasonal or temporary suspension of service.

3. Rates

	Monthly Rate <u>Per Account</u>	
Business	\$2.25	(I)
Residence	\$2.25	(I)

H. Convenience Fee

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing. This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

Convenience Fee, per occurrence	\$10.00
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**Effective Date: April 10, 2023**

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**GENERAL SERVICES**

A. Reserved for Future Use

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(D)

(D)

**Effective Date: April 10, 2023**

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**GENERAL SERVICES**

A. Reserved for Future Use (Cont'd)

(T)

(D)

(D)

**Effective Date: April 10, 2023**

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**GENERAL SERVICES**

A. Reserved for Future Use (Cont'd)

(T)

(D)

(D)

**Effective Date: April 10, 2023**

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**GENERAL SERVICES**

A. Reserved for Future Use (Cont'd)

(T)

(D)

(D)

**Effective Date: April 10, 2023**

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**GENERAL SERVICES**

A. Reserved for Future Use (Cont'd)

(T)

(D)

(D)



Effective Date: May 2, 2014

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**GENERAL SERVICES**

B. Mileage Charges

1. In those instances which a telephone station set associated with Individual Line or P.B.X. service is located on a premises other than that on which the listed telephone service is located, mileage charges will apply.
2. Mileage charges cover the additional facilities required and are in addition to the rate specified for station sets.
3. "Premises" shall mean all of the building or adjoining portions of a building occupied and used by the customer as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway or property owned by another.
4. Rates

Off-Premises station or P.B.X. station line, each one-eighth mile of circuit or fraction thereof, route measurement.

Monthly Rate

\$ .75

Minimum Charge

\$3.00

Effective Date: October 9, 2013

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## GENERAL SERVICES

### C. Joint Use

#### 1. Conditions

- .1 In joint use of service the customer, with the approval of the Telephone Company, permits a person, firm, or corporation to use his telephone service.
- .2 Joint use of service will be furnished only with business individual line or PBX Trunk Service. Only two joint users may be permitted on each line.
- .3 Joint use of service will not be furnished to a customer who is in a business of a secretarial nature or of renting or leasing space to transient or permanent tenants.
- .4 The joint user must be located on the premises or in the same office, or in the same suite of offices as the customer or in an office adjacent to and directly accessible from the customer's office.
- .5 A joint user will be furnished one directory without charge.
- .6 Applications for joint use of service and for additional service, equipment, or facilities in connection therewith shall be made by the customer.
- .7 The customer will be responsible for all charges incurred by the joint user.
- .8 Additional directory listings and supplemental services may be furnished to the joint user at the request of the customer and at regular rates. However, no separate call numbers or other distinctive designations are provided for the purpose of signaling the joint user.
- .9 After the listing for the joint user has been included in the directory, joint use of service may not be discontinued during the life of the directory, except under the following conditions:
  - .9.1 The customer's service is discontinued;
  - .9.2 The joint user moves from the premise where the customer's service is located;
  - .9.3 The joint user establishes his own primary service on the same premises.
- .10 Charges for joint user service date from the day the information records are posted.

#### 2. Rates

- |                                                                                                                                                     | <u>Monthly Rate</u> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| .1 Joint Use of Service 33 1/3 percent of the rate for one Individual Business line or PBX Trunk as applicable, with a minimum charge of per month. | \$1.45              |

Effective Date: May 12, 2020

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GENERAL SERVICES

D. Suspension of Service (Vacation Rate) <sup>1</sup> – Grandfathered as of May 12, 2020

(C)

1. Conditions

- .1 Upon request of a subscriber to any class of local exchange service, the service may be suspended as hereinafter provided.
- .2 Temporary suspension of service may begin any day of the month provided notice is given three days in advance.
- .3 At least one month's full local service charge shall be paid between any two periods of suspension.
- .4 Service will be restored at any time upon three days notice from the subscriber.
- .5 Complete temporary suspension of service is available to subscribers to any class of residential and business service. No outward or inward service is given during the period of suspension.
- .6 Complete temporary suspension of service is permitted for a minimum period of one month to a maximum period of nine months.

2. Rates

- .1 Applicable charges for the period of suspension, in lieu of normal charges, will be 50% of monthly charges for local exchange service, telephone station sets, directory listings, mileage charges and miscellaneous equipment.
- .2 Bills will be rendered at the reduced rate at regular billing dates during the period of suspension.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

(N)

Effective Date: November 13, 2019

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**GENERAL SERVICES**

E. Vacation Get Away Service

1. General

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

2. Conditions

.1 Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)

.2 No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

.3 Vacation Get Away Service will not be made available for periods of less than two (2) months.

.4 Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

.5 During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

.6 The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.

.7 Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.

.8 Vacation Get Away Service will be available where technically feasible.

.9 Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

3. Rates

Nonrecurring Charge

.1 Vacation Get Away Service

\$39.99

Effective Date: October 9, 2013

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## GENERAL SERVICES

### F. Connection of Automatic Dialing and Announcement Devices

1. This rule applies to the use of automatic dialing or automatic announcing devices, and no person shall operate such devices over company facilities except in accordance with this catalog.
2. Definition
  - .1 "Autodialer" or "Autodialer System" means any telephone dialing or accessing device, machine, computer or system capable of storing telephone numbers which is programmed to sequentially or randomly access the stored telephone numbers in order to automatically connect a telephone with a recorded message, the term does not include any device associated with a burglar alarm system, voice message system or fire alarm system.
  - .2 "Emergency Telephone Number" means any telephone number which accesses or calls a fire department, law enforcement agency, ambulance, hospital, medical center, poison control center, rape crisis center, suicide prevention center, rescue service, the 9-1-1 emergency access number provided by law enforcement agencies and police departments.
  - .3 "Recorded Message" means any taped communication soliciting the sale of goods or services without live voice interaction.
  - .4 "Voice Messaging System" means any message delivery service which utilizes an autodialer to deliver non-commercial messages to domestic and international recipients.
  - .5 "Subscriber" means:
    - (a) A person who has subscribed to telephone service from a telephone company; or
    - (b) Other persons living or residing with the subscribing person.

Effective Date: March 13, 2014

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## GENERAL SERVICES

### F. Connection of Automatic Dialing and Announcement Devices (Cont'd)

#### 3. Method of Operation

- .1 No person shall operate an autodialer to place a telephone call during the hours between 9:00 p.m. and 9:00 a.m.
- .2 All autodialers shall disconnect within 30 seconds after termination of the call by the subscriber or the autodialer. Where disconnection in 30 seconds is technically not feasible, the autodialer shall utilize a live operator who shall:
  - (a) State his name, the name, address and telephone number of the business or organization being represented and the purpose of the call; and
  - (b) Inquire at the beginning of the call whether the person called consents to hear the prerecorded message.
- .3 An autodialer shall not be used to dial numbers determined by successively increasing or decreasing integers.

#### 4. Exemptions

- .1 The provisions of this catalog do not apply to the following types of telephone calls made by an autodialer:
  - (a) Calls made in response to an express request of the person called;
  - (b) Calls made to any person with whom the telephone solicitor has a prior or existing business relationship; and
  - (c) A telephone call placed on behalf of any political, charitable, public opinion polling, research survey or radio or television broadcast rating organization.

Effective Date: March 13, 2014

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**GENERAL SERVICES**

G. Directory Listings

1. Conditions

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

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

(N)

(N)

Effective Date: March 13, 2014

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GENERAL SERVICES

G. Directory Listings (Cont'd)

2. Composition of Listings

1. Name

a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

- a. The name of a subscriber
- b. The name of each business enterprise which the subscriber conducts
- c. The name of a corporation which is the parent or subsidiary of the subscriber

b. Residence Service

- a. The name of the subscriber
- b. Another authorized residential name
- c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
- d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

2. Designation

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

3. Address

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

(N)

(N)



Effective Date: January 3, 2023

**GENERAL SERVICES**

G. Directory Listings (Cont'd)

3. Types of Listings

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

4. Rates

	<u>Residential</u>	<u>Business</u>
Additional Listing	\$6.00	\$6.00
Non-Listing	\$6.50	\$6.50
Non-Published	\$7.00	\$7.00
Foreign Exchange Listing	\$6.00	\$6.50
Directory Listing Extra Lines	\$5.50	\$6.00

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Effective Date: October 9, 2013

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## GENERAL SERVICES

### H. 900/976 Call Blocking Service

#### 1. Description

- .1 900/976 Call Blocking Service is an optional service which provides the capability to block originating calls to 1-900 calling networks. With 900/976 Call Blocking Service, all original calls to 976 numbers nationwide will be blocked.

#### 2. Availability of Service

- .1 900/976 Call Blocking will be offered and provided in all exchanges where facilities and conditions permit.

#### 3. Conditions

- .1 900/976 Call Blocking Service is available only on direct dialed calls.
- .2 900/976 Call Blocking Service may be cancelled any time without charge.

#### 4. Rates

- .1 900/976 Call Blocking Service is provided to both business and residence customers at no charge on a one-time basis. If a customer moves to a new location, they receive 900/976 blocking at that location at no charge on a one-time basis. If a customer cancels 900/976 Call Blocking Service and subsequently requests this service, there is a one-time service ordering charge of \$5.00.

Effective Date: October 9, 2013

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## GENERAL SERVICES

### I. Residence Customer Incentive Program

#### 1. General

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

#### 2. Terms and Conditions

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

Effective Date: October 9, 2013

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## GENERAL SERVICES

### I. Residence Customer Incentive Program (Cont'd)

#### 2. Terms and Conditions (Cont'd)

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

#### 3. Rates and Charges

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

Effective Date: October 9, 2013

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## GENERAL SERVICES

### J. Business Customer Incentive Program

#### 1. General

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

#### 2. Terms and Conditions

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

Effective Date: October 9, 2013

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## GENERAL SERVICES

### J. Business Customer Incentive Program (Cont'd)

#### 2. Terms and Conditions (Cont'd)

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

#### 3. Rates and Charges

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

Effective Date: November 15, 2015

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## CUSTOM CALLING SERVICES

### A. Custom Calling Services

#### 1. Conditions

- .1 At the time an exchange is converted to digital switching technology, all customers in such an exchange receive call forwarding and call waiting/cancel call waiting at no additional cost. This catalog provides for the addition of "do not disturb," "Distinctive Ring," and "warm line" service at a monthly cost of twenty-five cents. These five features, along with Touch Calling services, will be considered as "basic" telephone service.

Descriptions of the custom calling services are as follows:

Basic Call Forward - This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.

Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

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Effective Date: November 15, 2015

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### CUSTOM CALLING SERVICES

#### A. Custom Calling Services (Cont'd)

##### 1. Conditions (Cont'd)

##### .1 Descriptions of the custom calling services are as follows: (Cont'd)

3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. (T)

The pay per use charge is activated irrespective of whether the call is completed or not.

Speed Call 8<sup>2</sup> - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity. (T)

Do Not Disturb<sup>1</sup> - Do Not Disturb allows the customer to prevent incoming calls from ringing at the customer's station. Only callers who have the Personal Identification Number (PIN) can override this feature and ring your telephone.

Call Hold<sup>1</sup> - Call Hold allows you to put a call on hold and retrieve it at another extension on the customer's line, initiate a second call, or consult privately with another person.

Warm Line<sup>1</sup> - Warm Line allows a customer to call a predesignated number or emergency service simply by lifting the handset.

##### .2 Customer Calling Services other than those listed in 1.1 above are provided on an individual service basis. The available Custom Calling Services include 3 Way Calling, speed calling, toll restriction, and call hold.

<sup>1</sup> This service is grandfathered.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.



Effective Date: May 1, 2024

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**CUSTOM CALLING SERVICES**

## A. Custom Calling Services (Cont'd)

## 2. Rates

	Monthly Rates		Per Activation Rates	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Basic Call Forward	\$7.50	\$7.00		
Call Forward Busy	\$8.50	\$7.00		
Call Forward Busy/No Answer	\$9.00	\$7.00		
Call Forward No Answer	\$8.75	\$7.00		
Call Waiting/Cancel Call Waiting	\$7.50	\$12.00 (I)		
3 Way Calling:	\$9.50	\$8.00	\$3.50 <sup>2</sup>	\$3.00 <sup>2</sup>
Speed Call 8 <sup>3</sup>	\$6.50	\$2.50		
Speed Call 30	\$6.50	\$3.00		
Do Not Disturb <sup>1</sup>	\$0.00	\$0.00		
Toll/Code Restriction and diversion	\$1.00	\$1.00		
Call Hold <sup>1</sup>	\$0.50	\$0.50		
Warm Line <sup>1</sup>	\$0.00	\$0.00		

<sup>1</sup> This service is grandfathered.<sup>2</sup> Max per-activation monthly rate of \$15.00.<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: November 12, 2013

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## CUSTOM CALLING SERVICES

### B. Advanced Custom Calling Features

#### 1. Conditions

- A. Advanced Custom Calling Features are optional services offered only to customers served by central offices equipped to provide such service.
- B. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
- C. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Advanced Custom Calling Features. All customer provided equipment (CPE) used to interface with Caller ID with Name is required to conform with Technical Reference Specifications as used by the Company.
- D. Variations in central office equipment and the activation of other central office features by the called and/or calling party may cause differences in the operation of features.
- E. The Company's liability arising out of the provision of any Advanced Custom Calling Feature including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in this catalog.
- F. Caller ID with Name is not available on operator-handled calls, on Centrex lines, on trunk-side connections and on line-side connections to key systems and PBXs that are not compatible with Caller ID with Name.
- G. Caller ID with Name service may not display a directory name and number for operator-assisted calls, out-of-area calls, calls marked private by the originator or calls originating from coin and party-line stations.
- H. An originating caller's calling directory name and number may not be displayed if the called party answers the incoming call during the first ring interval.
- I. Blocking is provided only from central offices where Caller ID with Name is available. Caller ID Blocking - per call will be provided on any line where it is technically possible. Caller ID Blocking - per line is not available on two-party lines.
- J. Caller ID Blocking - per call will be assigned to the customer's line, unless the customer obtains Caller ID Blocking - per line as provided below.

Effective Date: November 15, 2015

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CUSTOM CALLING SERVICES

B. Advanced Custom Calling Features (Cont'd)

1. Conditions (Cont'd)

K. Caller ID Blocking - per line will be provided to the following customers upon their request:

1. All residential customers with one-party service.
2. Law enforcement agencies, shelters for battered persons, and government agencies engaged in undercover operations.
3. Other business customers who demonstrate a reasonable probability that inadvertent disclosure of their telephone numbers could endanger the caller or other persons or property.

L. The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Blocking, whether or not arising from or relating to any ordinary negligence by the Company.

2. Descriptions of Advanced Custom Calling Features are as follows:

\*69 Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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Effective Date: November 15, 2015

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## CUSTOM CALLING SERVICES

### B. Advanced Custom Calling Features (Cont'd)

#### 2. Descriptions of Advanced Custom Calling Features are as follows: (Cont'd)

\*66 Busy Number Redial - When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Priority Call - Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

Distinctive Ring - Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

Selective Call Forward - Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.

Selective Call Rejection - Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

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Effective Date: November 15, 2015

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## CUSTOM CALLING SERVICES

### B. Advanced Custom Calling Features (Cont'd)

#### 2. Descriptions of Advanced Custom Calling Features are as follows: (Cont'd)

Selective Call Acceptance - Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

Call Trace - Allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Caller ID with Name - Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

Caller ID Blocking - per call - Allows the calling customer to permit or withhold delivery of the customer's telephone number on each call. To block delivery of the number, the customer first dials an access code, then the customer dials the telephone number.

Caller ID Blocking - per line - Provides default blocking of delivery of the calling customer's telephone number. Blocking can be deactivated by the customer by dialing an access code before each call. When the customer hangs up, the default blocking is reinstated.

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Effective Date: November 15, 2015

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## CUSTOM CALLING SERVICES

### B. Advanced Custom Calling Features (Cont'd)

#### 2. Descriptions of Advanced Custom Calling Features are as follows: (Cont'd)

Anonymous Call Block/Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name. (T)

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

Effective Date: August 16, 2020

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### CUSTOM CALLING SERVICES

#### B. Advanced Custom Calling Features (Cont'd)

##### 2. Descriptions of Advanced Custom Calling Features are as follows: (Cont'd)

Remote Call Forward Service (RCF) - Is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

- 1) Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
- 2) Remote Call Forward service is not offered where the terminating station is a coin telephone.
- 3) The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.
- 4) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- 5) Remote Call Forward is not represented as suitable for satisfactory transmission of data.
- 6) Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS <sup>1</sup> lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies. (C)
- 7) Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

Effective Date: August 16, 2020

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CUSTOM CALLING SERVICES

B. Advanced Custom Calling Features (Cont'd)

2. Descriptions of Advanced Custom Calling Features are as follows: (Cont'd)

Remote Call Forward Service (RCF)

- 8) One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained under this catalog.
- 9) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this catalog, or any other applicable Tariff/Catalog, for the type of call involved.

Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS<sup>1</sup> charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service (WATS)<sup>1</sup> Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. (C)

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)



Effective Date: November 1, 2024

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**CUSTOM CALLING SERVICES**
B. Advanced Custom Calling Features (Cont'd)

## 3. Rates and Charges

## A. Rates and Charges

	Monthly Rates		Per Activation Rates	
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>
*69 Call Return	\$6.50	\$5.50	\$3.50 <sup>3</sup>	\$3.00 <sup>3</sup>
*66 Busy Number Redial	\$6.50	\$5.50	\$3.50 <sup>3</sup>	\$3.00 <sup>3</sup>
Priority Call	\$5.00	\$5.00		
Distinctive Ring	\$2.00	\$2.00		
Selective Call Forward	\$6.50	\$5.00		
Selective Call Rejection	\$6.50	\$5.00		
Selective Call Acceptance	\$6.50	\$5.00		
Call Trace			\$8.00 <sup>2</sup>	\$8.00 <sup>2</sup>
Caller ID with Name	\$13.75	\$13.00		
Caller ID Blocking – per call	None	None		
Caller ID Blocking – per line	None	None		
Frontier Choices <sup>1</sup>	\$17.95	\$17.95		
Anonymous Call Block/Rejection	\$6.00	\$6.00		
Multiple Simultaneous Call Forward	N/A	\$11.00		
Remote Call Forward <sup>4</sup>	\$27.00	\$38.00 (I)		

<sup>1</sup> Frontier Choices is a feature package available to residence and business customers. A customer may select an unlimited number of the following compatible services or features: Call Forwarding, Call Forward Busy, Call Waiting/Cancel Call Waiting, Distinctive Ring, Speed Call 8, Speed Call 30, 3 Way Calling, Caller ID with Name, \*66 Busy Number Redial, \*69 Call Return, Priority Call, Selective Call Acceptance, Selective Call Rejection, and Selective Call Forward. A customer may add or delete features within the feature package at no additional charge.

<sup>2</sup> Max per-activation monthly rate of \$32.50.

<sup>3</sup> Max per-activation monthly rate of \$15.00.

<sup>4</sup> Minimum charge is 6 months service. Regular Service Charges apply except on outside moves of customer's other service if there is no telephone number change.

Effective Date: September 6, 2023

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### PROMOTIONS

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

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#### OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Catalog will apply if the customer cancels before the end of the term. Two-year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

#### Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 5/22/17 and 8/19/17 with a term commitment of 1,2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

#### Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/15/17 and 12/20/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

#### Frontier Digital Phone Unlimited

Effective 7/22/2018 thru 10/22/2018 new Frontier Digital Phone Unlimited customers with qualifying Broadband services will have standard non-recurring charges waived for the initial set up and be given a \$12.00 credit per month for two years.

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(M) Moved to Section 8, Sheet 2.

Effective Date: September 6, 2023

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**PROMOTIONS**

Frontier Digital Phone Unlimited

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

Frontier OneVoice

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

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(M) Moved from Section 8, Sheet 1.

Effective Date: June 28, 2019

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**BUNDLED SERVICES**

A. Bundled Offerings

1. Frontier Choices Tier Bundles – Grandfathered as of June 28, 2019

(C)

A. General

Frontier Choices Tier Bundles are package offerings available to residential customers and include, as described below, either one or two flat-rate residential access lines, the customer's choice of specified features, ten free local directory assistance calls per month.

.1 Tier I Bundle consists of the following services and features:

Call Forward Busy  
Speed Call 8<sup>1</sup> or 30  
Selective Call Acceptance  
Selective Call Forward  
Selective Call Rejection  
\*66 Busy Number Redial  
\*69 Call Return  
Priority Call  
3 Way Calling  
Caller ID with Name  
Allowance for 10 free local directory assistance calls

.2 Tier III Bundle consists of all services and features in Tier I Bundle, plus:

One Additional Residence Local Exchange Service Access Line

Interstate End User Common Line Charge on the Additional Line (Federal Tariff)

Certain unregulated services

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 28, 2019

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 1. Frontier Choices Tier Bundles – Grandfathered as of June 28, 2019

(C)

#### B. Regulations

- .1 A Tier Bundle is available only to customers who are served from a central office in which all services in the Tier Bundle are offered and can be provided by the Company to the customer.
- .2 Each Tier Bundle package includes an allowance of ten free Local Directory Assistance calls per month. This allowance applies only to calls to the Directory Assistance Service Call Service described in this catalog and does not include directory assistance calls to other carriers. The allowance is per package, not per line for multiple line packages. Unused free calls from one month may not be carried over to subsequent months.
- .3 With the exception of the Interstate End User Common Line Charge associated with the additional line within the Tier III Bundle package and unless otherwise stated in this section, all Interstate End User Common Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the rates for the Tier Bundles.
- .4 The bundle package rate, combined with the rates for any associated unregulated service or equipment components, will appear as a single line item on the customer's bill.

#### C. Rates and Charges

- .1 Unless otherwise stated in this section, Service Charges as specified in this catalog apply to the installation of individual components of the Tier Bundles.
- .2 The customer may subsequently add or delete services or features, as listed for the Tier Bundle, at no additional charge. Service Charges do not apply to such changes.
- .3 The otherwise applicable Service Ordering Charge does not apply when the customer switches to another Tier Bundle.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

1. Frontier Choices Tier Bundles – Grandfathered as of June 28, 2019

C. Rates and Charges (Cont'd)

.4 When a customer orders Frontier Choices or a Frontier Choices Tier Bundle concurrently with the installation or move of Residence Local Exchange Service, the customer will receive a one-time credit of \$10.00.

.5 Monthly Rates

The following monthly rates do not include any Extended Area Service associated with Basic Local Exchange Service in the customer's exchange.

Non-regulated discounts may be offered in exchange for term commitments.

Tier I	\$37.00	(I)
Tier III	\$66.79	(I)

.6 One-Year Term Rate Plan

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

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

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

Effective Date: June 28, 2019

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 2. Frontier Digital Phone Service – Grandfathered as of June 28, 2019

(C)

##### A. General

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

Basic Call Forward

Caller ID with Name

Call Waiting/Cancel Call Waiting

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

2. Digital Phone Enhanced Feature Pack

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

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8<sup>1</sup> or 30

##### B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

2. Frontier Digital Phone Service – Grandfathered as of June 28, 2019 (Cont'd)

B. Regulations (Cont'd)

5. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Other surcharges and taxes will apply.
6. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Service	\$51.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	



Effective Date: November 15, 2015

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 3. Frontier Digital Phone Bronze<sup>1+</sup> - Grandfathered

##### A. General

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

Residence One-Party Service

Caller ID – Name and Number

Call Waiting/Cancel Call Waiting

Call Waiting/Caller ID

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

2. Digital Phone Enhanced Feature Pack

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

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8<sup>2</sup> or 30

##### B. Regulations

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually cataloged rates.

<sup>1</sup> This service offering is limited to existing subscribers of the service at their existing locations.

+ This bundle previously was called Frontier Digital Phone Essentials.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

3. Frontier Digital Phone Bronze<sup>1+</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing catalog rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundles are offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Bronze	\$26.99
Digital Phone Enhanced Feature Pack	\$6.49

(I)

<sup>1</sup> This service offering is limited to existing subscribers of the service at their existing locations.

+ This bundle previously was called Frontier Digital Phone Essentials.

Effective Date: November 15, 2015

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 4. Frontier Digital Basic Bundle<sup>1+</sup> - Grandfathered

##### A. General

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

Basic Call Forward  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

2. Digital Phone Enhanced Feature Pack

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>2</sup> or 30

##### B. Regulations

1. The Frontier Digital Basic Bundle is available where technically feasible.
2. The features and services are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> This service offering is limited to existing subscribers of the service at their existing locations.

+ This bundle previously was called Frontier Digital Phone Essentials.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

4. Frontier Digital Basic Bundle<sup>1</sup> - Grandfathered

B. Regulations (Cont'd)

5. Customers may add or delete any features offered in the bundle without a service order charge.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Other surcharges, and taxes will apply.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Basic Bundle	\$31.99
Digital Phone Enhanced Feature Pack	\$6.49

(I)

<sup>1</sup> This service offering is limited to existing subscribers of the service at their existing locations.

Effective Date: November 15, 2015

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

5. Frontier Business Essentials

A. General

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

Flat Rate Business Access Line  
Touch Calling  
Call Forward Busy/No Answer  
Three features from the Frontier Business All in Feature Package listed below

2. Enhanced Feature Pack <sup>1</sup> - Grandfathered

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8 <sup>2</sup> or 30  
Basic Call Forward

3. Frontier Business All in Feature Package

*69 Call Return	*66 Busy Number Redial
Priority Call	Selective Call Acceptance
Selective Call Forward	Selective Call Rejection
Call Forward Busy	Basic Call Forward
Call Waiting/Cancel Call Waiting	3 Way Calling
Speed Call 8 <sup>2</sup> or 30	Distinctive Ring
Caller ID with Name	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: October 9, 2013

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

5. Frontier Business Essentials (Cont'd)

B. Regulations

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

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Enhanced Feature Pack <sup>1</sup>	\$3.99
Frontier Business All in Feature Package	\$4.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

Effective Date: June 28, 2019

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

6. Frontier Digital Phone Plus Service – Grandfathered as of June 28, 2019

(C)

A. General

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

Two Basic Flat-Rate Residential Access Lines  
Touch Calling Service  
Call Forward Busy/No Answer  
Caller ID with Name  
Call Waiting

2. Enhanced Feature Pack

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30  
Basic Call Forward

B. Regulations

1. The Frontier Digital Phone Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing catalog rules.
4. Customers may add or delete any features offered in the package without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

6. Frontier Digital Phone Plus Service – Grandfathered as of June 28, 2019 (Cont'd)

B. Regulations (Cont'd)

5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.
7. The bundle is offered on a one, two or three year term.
  - a. If the cataloged rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.

C. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Plus Service	\$51.99	(I)
Enhanced Feature Pack	\$6.49	



Effective Date: November 15, 2015

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 7. Frontier Business Metro

##### A. General

1. Frontier Business Metro Bundle is a package offering available to Business Customers with 10 business access lines or less. The package includes one Flat Rate Business Line, a combination of enhanced calling features and certain designated non-regulated services.

One Flat-Rate Business Access Line  
Extended Area Service (Where applicable)  
Touch Calling Service  
Basic Call Forward  
Caller ID with Name  
Call Waiting

2. Enhanced Feature Pack

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30  
Basic Call Forward

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: October 9, 2013

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

7. Frontier Business Metro (Cont'd)

B. Regulations

1. The Frontier Business Metro Bundle is available where technically feasible.
2. The Bundles are offered on a month to month basis.
3. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
4. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex or ISDN Service.
5. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
6. Unless otherwise states elsewhere in this section, Service Charges apply to the installation of Individual components of the bundles.
7. Service Charges apply if the customer switches from a bundle to an unbundled service.
8. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Business Metro	\$39.99
Enhanced Feature Pack	\$3.99

Effective Date: May 12, 2020

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

8. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of May 12, 2020

(C)

A. General

Stay Connected Seasonal Offering allows residential customers to suspend their Digital Phone Bundled service while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

B. Regulations

The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply

A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.

During the time of suspension, the line will be available for 911 calls only.

The time that the customer is on the “Stay Connected” Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.

Customer will be removed from the Stay Connected discount after the nine month period if no date is given.

This service does not change any other terms and conditions of the bundle being suspended.

The monthly rate includes the Federal End User Common Line Charge.

Customer is not eligible for another vacation service in the rolling year that Stay Connection is used.

C. Rates and Charges

Monthly Charge

Stay Connected Seasonal Service	\$9.99
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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

(N)

Effective Date: June 28, 2019

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

9. Frontier Digital Phone 100<sup>1,2</sup> - Grandfathered as of June 28, 2019

(C)

A. General

Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Touch Calling, and Speed Call 8<sup>2</sup>.

B. Regulations

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

<sup>1</sup> This service use to be Frontier Digital Phone Essentials.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

9. Frontier Digital Phone 100<sup>1</sup> - Grandfathered as of June 28, 2019 (Cont'd)

B. Regulations (Cont'd)

h. Features will be available to the Bundle. The following features are available:

Call Forward Busy	*69 Call Return
Call Waiting/Cancel Call Waiting	*66 Busy Number Redial
3 Way Calling	Caller ID with Name
Speed Call 30	
Call Trace	

C. Rates and Charges

	<u>Monthly Rate</u>	(I)
Digital Phone 100	\$25.99	
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

<sup>1</sup> This service use to be Frontier Digital Phone Essentials.

Effective Date: June 28, 2019

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### BUNDLED SERVICES

#### A. Bundled Offerings (Cont'd)

##### 10. Frontier Unlimited State - Grandfathered as of June 28, 2019

###### A. General

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

###### B. Regulations

- a. The Frontier Unlimited State is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing catalog rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month-to-month basis.
- f. The bundle will appear as a single line item on the bill.
- g. Features will be available to the Bundle. The following features are available:

Call Forward Busy  
Call Waiting/Cancel Call Waiting  
3 Way Calling  
Speed Call 30  
Call Trace  
\*69 Call Return  
\*66 Busy Number Redial  
Caller ID with Name

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

10. Frontier Unlimited State - Grandfathered as of June 28, 2019 (Cont'd)

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Unlimited State	\$20.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99

(I)

Effective Date: November 15, 2015

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 11. Frontier Business Unlimited Service

##### A. General

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

Flat Rate Business Access Line  
Extended Area service (where applicable)  
Touch Calling  
Call Forward Busy/No Answer  
Three features from the Feature Package listed below

#### Frontier Business All in Feature Package

*69 Call Return	*66 Busy Number Redial
Priority Call	Selective Call Acceptance
Selective Call Forward	Selective Call Rejection
Call Forward Busy	Basic Call Forward
Call Waiting/Cancel Call Waiting	3 Way Calling
Speed Call 8 <sup>1</sup> or 30	Caller ID with Name

##### B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in this catalog.
3. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.



Effective Date: October 9, 2013

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

11. Frontier Business Unlimited Service (Cont'd)

B. Regulations (Cont'd)

4. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual cataloged monthly rates.
6. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

C. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as defined elsewhere in the catalog apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$39.99
Frontier Business All in Feature Package	\$4.99

Effective Date: June 1, 2023

**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

12. Frontier Digital State Unlimited with Essentials 1<sup>1</sup> - Grandfathered

A. General

The Frontier Digital State Unlimited with Essentials 1 is a bundled offering available to residential customers. The package includes one basic Flat Rate Access Line and the following features.

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Caller ID with Name	3 Way Calling
Basic Call Forward	*66 Busy Number Redial
Speed Call 8 <sup>2</sup>	*69 Call Return

B. Regulations

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

C. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital State Unlimited with Essentials 1	\$35.99	(I)

<sup>1</sup> This service is limited to existing customers at their existing location.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: November 15, 2015

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

13. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010<sup>1</sup> - Grandfathered

A. General

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

a. Features and Services

Call Forward Busy  
Caller ID with Name  
Call Waiting/Cancel Call Waiting  
3 Way Calling  
\*66 Busy Number Redial  
Speed Call 8<sup>2</sup>  
\*69 Call Return  
10 free DA Calls

B. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

<sup>1</sup> This service is limited to existing customers at their existing location.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

13. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010<sup>1</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

C. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 1	\$41.99	(I)

<sup>1</sup> This service is limited to existing customers at their existing location.

Effective Date: December 20, 2017

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 14. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1- 2010<sup>1</sup> - Grandfathered

##### A. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 Service is a bundled offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below (features can only be added to the First Line).

Call Forward Busy  
Caller ID with Name  
Call Waiting/Cancel Call Waiting  
3 Way Calling  
\*66 Busy Number Redial  
Speed Call 8<sup>2</sup>  
\*69 Call Return  
10 free DA Calls

##### B. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

<sup>1</sup> This service is limited to existing customers at their existing location.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: June 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

14. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1- 2010<sup>1</sup> - Grandfathered  
(Cont'd)

B. Regulations (Cont'd)

- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

C. Rates and Charges

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	\$41.99	(I)
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<sup>1</sup> This service is limited to existing customers at their existing location.

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

15. Frontier Business Nationwide Unlimited Service II<sup>1</sup> - Grandfathered

A. General

The Frontier Business Nationwide Unlimited Service II is a bundled offering available to business customers that subscribe to a maximum of twelve Flat Rate Business Access Lines per customer location. The package includes the following features.

One Flat Rate Business Access Line	Call Forward Busy/No Answer
Business Touch Calling	Extended Area Service (Where Applicable)
Caller ID with Name	

Six features from the feature package listed below.

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>2</sup> or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Calling Forwarding
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward Busy/No Answer	Selective Call Forward
Priority Call	Selective Call Rejection
Selective Call Acceptance	

B. Regulations

- a. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this catalog.
- c. Call detail for Frontier Business Nationwide Unlimited Service II will not be displayed on the customer's monthly telephone bill.

<sup>1</sup> This service is limited to existing customers at their existing location.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

15. Frontier Business Nationwide Unlimited Service II<sup>1</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

- d. Frontier Business Nationwide Unlimited Service II includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundles without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill
- g. The bundle cannot be used in associated with a residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- h. The bundle is offered on a month-to month basis.
- i. Up to eleven additional bundles can be purchased at a discounted rate.

C. Rates and Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II	\$52.99
Additional Business Lines	\$46.99
All in Feature Package	\$4.99

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



Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

16. Frontier Business Local Unlimited II<sup>1</sup> - Grandfathered

A. General

The Frontier Business Local Unlimited II is a bundled offering available to business customers. The package includes the following features.

One Flat Rate Business Access Line  
Business Touch Calling  
Extended Area Service (Where Applicable)  
Two features from the feature package listed below.

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>2</sup> or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Calling Forwarding
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward Busy/No Answer	Priority Call
Selective Call Forward	Selective Call Acceptance
Selective Call Rejection	Caller ID with Name

B. Regulations

- a. The Frontier Business Local Unlimited II is available where technically feasible.
- b. The bundle is offered on a month-to month basis.
- c. The call detail for Frontier Business Local Unlimited II will not be displayed on the customer's monthly telephone bill.
- d. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed in addition to the bundle rate.

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

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

16. Frontier Business Local Unlimited II<sup>1</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

- e. The bundle cannot be used in associated with a residential Line, PBX Service, or ISDN Service.
- f. Customers may select any two of the features in the Frontier Business All in Feature Package for no Extra Charge.
- g. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
All in Feature Package	\$4.99

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

Effective Date: November 15, 2015

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

17. Frontier Digital Phone Unlimited

A. General

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

a. Features and Services

Flat Rate Residential Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service (where applicable)	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Block/Rejection
Call Forward Busy	Call Forward No Answer
Selective Call Rejection	Selective Call Forward
Selective Call Acceptance	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: March 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

17. Frontier Digital Phone Unlimited (Cont'd)

B. Regulations

- a. The Frontier Digital Phone Unlimited Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- f. The bundles are offered on a month to month.
- g. The bundle will appear as a single line item on the bill.
- h. Nonrecurring Service Order Charges do not apply.
- i. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Pack	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

Effective Date: November 15, 2015

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

18. Frontier Digital Phone Unlimited Plus

A. General

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

a. Features and Services

Two Flat Rate Residential Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service (where applicable)	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Basic Call Forward	3 Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy	Priority Call
Selective Call Forward	Call Forward No Answer
Selective Call Acceptance	Selective Call Rejection

B. Regulations

- a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: March 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

18. Frontier Digital Phone Unlimited Plus (Cont'd)

B. Regulations (Cont'd)

- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- f. The bundles are offered on a month to month.
- g. The bundle will appear as a single line item on the bill.
- h. Nonrecurring Service Order Charges do not apply.
- i. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

C. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Pack	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

19. Frontier Simply Unlimited Service<sup>1</sup> - Grandfathered

A. General

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

- a. Features and Services
  - One Flat Rate Business Access Line
  - Extended Area Service (where applicable)
  - Call Forward Busy/No Answer
  - Caller ID with Name and Number
- b. Eight Features from the Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Multiline Hunt Service	Speed Call 8 <sup>2</sup> or 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Call	Call Transfer
Special Call Acceptance	Caller ID Blocking
*69 Call Return	*66 Busy Number Redial
Basic Call Forward	Call Forward Busy
Selective Call Forward	
Call Forward No Answer	

B. Regulations

- a. The Frontier Simply Unlimited Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the catalog.
- c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

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

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

19. Frontier Simply Unlimited Service<sup>1</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

- d. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. The bundle will appear as a single line item on the customer's bill.
- g. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- h. The bundles are offered on a month-to-month basis.
- i. Bundles four through twelve are given an additional discount.

C. Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service (Packages 1 to 3)	\$48.99
Each Additional Package (Packages 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

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



Effective Date: August 1, 2024

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

20. Extra Package<sup>1</sup>

A. General

The Extra Package includes a residential access line and flat-rate calling within the home exchange.

B. Regulations

Federal Subscriber Line Charge will be billed separately. In exchanges where Extended Area Service is available, it will be provided in this catalog. Other surcharges, and taxes will apply.

C. Rates and Charges

Monthly Rate

Extra Package  
All Exchange

\$25.00

(I)

<sup>1</sup> This product is grandfathered.

Effective Date: September 1, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

21. Plus Package 1 - Grandfathered

A. General

The Plus Package is a package offering that consists of a residential access line and flat-rate calling within the home exchange, and the choice of two of the following features:

Call Waiting/Cancel Call Waiting  
Basic Call Forward  
3 Way Calling  
Caller ID with Name  
Distinctive Ring  
Call Trace  
\*66 Busy Number Redial

B. Regulations

- .2.1 The Plus Package is available where technically feasible.
- .2.2 The features and services are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- .2.3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- .2.4 Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.
- .2.5 Federal Subscriber Line Charge will be billed separately from the Plus Package. In exchanges where Extended Area Service is available, it will be provided in this catalog. Other surcharges and taxes will apply.

C. Rates and Charges

	<u>Monthly Rate</u>
Plus Package	
All Exchanges	\$27.05

<sup>1</sup> This product is grandfathered.

Effective Date: October 20, 2015

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

22. Frontier OneVoice

A. General

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

Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID

Anonymous Call Block/Rejection  
Call Forward  
Multiline Hunting  
3-Way Calling

Premium Feature Package

\*69 Call Return  
Call Transfer  
Distinctive Ring  
\*66 Busy Number Redial  
Priority Call

Selective Call Forward  
Selective Call Acceptance  
Selective Call Rejection  
Speed Call 30

B. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features and services are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

Effective Date: March 1, 2024

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

22. Frontier OneVoice (Cont'd)

B. Regulations (Cont'd)

- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis. (C)

C. Rates and Charges

- a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.
- c. Rates and Charges

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

Effective Date: December 17, 2015

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## BUNDLED SERVICES

### A. Bundled Offerings (Cont'd)

#### 23. ISDN - Primary Rate Interface (ISDN-PRI) Bundle

##### A. General

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

##### B. Regulations

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

Effective Date: December 17, 2015

**BUNDLED SERVICES**

## A. Bundled Offerings (Cont'd)

23. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Cont'd)

## B. Regulations (Cont'd)

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

## C. Rates and Charges

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

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

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

24. Frontier Commercial Voice Unlimited<sup>1</sup> - Grandfathered

A. General

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

Basic Bundle

Single Party Flat Rate Access Line (Touch Calling) where applicable	Caller ID
Basic Call Forward	3 Way Calling
Call Forward Busy	Hunting
Call Forward No Answer	Call Waiting/Cancel Call Waiting

B. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Catalog.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.

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

Effective Date: December 20, 2017

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

24. Frontier Commercial Voice Unlimited<sup>1</sup> - Grandfathered (Cont'd)

B. Regulations (Cont'd)

- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- i. At the end of the one year term, customers will be moved to the month to month pricing.
- j. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- k. Term plans will auto renew unless notification is received from the customer sixty days in advance.

C. Rates and Charges

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

	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

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



Effective Date: March 17, 2019

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

25. Frontier Digital Phone Unlimited (Challenger)

A. General

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

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

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

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Cataloged rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

(N)

Effective Date: March 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

25. Frontier Digital Phone Unlimited (Challenger) (Cont'd)

B. Regulations (Cont'd)

6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Catalog.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Service Order Charges do not apply.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$6.49

Effective Date: March 17, 2019

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

26. Frontier Digital Phone Unlimited Plus (Challenger)

A. General

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

Basic Bundle

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

Feature Package

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

B. Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

(N)

Effective Date: March 1, 2023

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

26. Frontier Digital Phone Unlimited Plus (Challenger) (Cont'd)

B. Regulations (Cont'd)

5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Catalog.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Nonrecurring Service Order Charges do not apply.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$6.49

Effective Date: September 20, 2020

**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

27. Frontier Residential Unlimited Voice Service

(N)

A. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

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

B. Regulations

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

(N)

Effective Date: September 20, 2020

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

27. Frontier Residential Unlimited Voice Service (Cont'd)

B. Regulations (Cont'd)

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

C. Rates and Charges

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

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

(N)

(N)

Effective Date: May 23, 2021

**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

28. Frontier Unlimited Voice and Feature Bundle

(N)

A. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America, Inc. Domestic Price List.

Basic Bundle

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

B. Regulations

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

(N)

Effective Date: May 23, 2021

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**BUNDLED SERVICES**

A. Bundled Offerings (Cont'd)

28. Frontier Unlimited Voice and Feature Bundle (Cont'd)

(N)

B. Regulations (Cont'd)

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

C. Rates and Charges

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

Monthly Rate

Frontier Unlimited Voice and Feature Bundle \$50.00

(N)



Effective Date: August 16, 2020

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

A. Private Lines (Local)

1. The Telephone Company will furnish and maintain Private Lines within the Exchange Area, where facilities are available for communication between stations not connected to the central office switch.

2. Rates

Monthly Rate

.1 Cable Pair, each \$4.12

.2 Cable Pair with power supply, each \$5.57

3. Service Charges are applicable as described in this Catalog.

B. Wide Area Telephone Service (WATS)<sup>1</sup> – Grandfathered as of August 16, 2020

(C)

1. Frontier Communications of Lakeside concurs in the Rates, Rules and Regulations governing intrastate Wide Area Telephone Service as filed by the Illinois Bell Telephone Company with the Illinois Commerce Commission.

2. Frontier Communications of Lakeside extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Bell Telephone Company.

3. Frontier Communications of Lakeside hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears that such cancellation is to the best interest of Frontier Communications of Lakeside, but only after compliance has been made with such orders of the Illinois Commerce Commission as may be required in lieu of such cancellation.

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

Effective Date: January 10, 2023

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

C. Construction on Private Property

1. Poles and fixtures on private property must be furnished by the customer and maintained by the Company, unless furnished as a part of the Company's distribution plan for serving customers in general or when furnished under the provisions of sub-paragraph .3 below. Underground conduit must be furnished and maintained by the customer.
  - .1 Labor and material necessary in providing underground conduit on private property if the customer for which construction charges are applicable may be furnished by the customer or by the Company and charged to the customer. Title of the conduit is vested in the customer.
  - .2 All construction must be in accordance with Company specifications and is to be under the exclusive control of the Company as long as it is used by the Company in the furnishing of its services, except as the control of such pole line construction may be shared with another company using poles with the Company.
  - .3 Entrance facilities on private property
    - .3.1 Where the Company constructs facilities on private property to furnish service to an applicant, the Company will provide without construction charge three hundred feet of circuit entrance.
    - .3.2 The applicant will be required to pay for construction on private property in excess of the free allowance provided above.
    - .3.3 Pole line construction for entrance facilities, except where there is a joint use arrangement with some other company, is owned, maintained and replaced by the Company.
2. When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

D. Charges Applicable for Facility Extension

1. When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)  
|  
(N)

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

E. Business Traffic Study Service

1. General

- .1 Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

2. Regulations

- .1 At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- .2 A separate traffic study report is required for each access line, hunt line, or trunk group.
- .3 Business Traffic Study Service is available to business customers and only where technically feasible.
- .4 Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- .5 Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- .6 Studies are done in 7-day intervals.
- .7 Types of studies include (but are not limited to):

- Line or Trunk Study
- Remote Call Forward Study
- Multiline Hunt Group Study

3. Rates and Charges

- .1 Set up Charge and first week per access line or trunk group \$60.00
- .2 Each additional week per access line or trunk group \$25.00

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

F. 211 Service

1. General

- .1 211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
- .2 Calls placed to the 211 code will be routed to the point-to number assigned to a 211 Subscriber based upon the central office switch where technically feasible, such that all calls from Company subscribers in a local exchange to the 211 abbreviated dialing code will be routed to a single point-to number.

2. Regulations

- .1 211 will be provided under the following conditions:

The 211 Subscriber shall make written application for 211 Service to the Company at the local exchange level. The 211 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 211 without impairing the Company’s general telephone service or telephone plant.

The 211 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

The 211 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

The 211 Subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 Subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber’s 211 Service.

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

F. 211 Service (Cont'd)

2. Regulations

.1 211 will be provided under the following conditions: (Cont'd)

The Company will provide both oral and written notification when a 211 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 211 Subscriber makes no modification or is unwilling to accept modification in method of operation or continues to cause service impairments.

.2 The following conditions apply if the 211 Subscriber provides a pre-recorded announcement:

The 211 Subscriber will provide announcements. The Company will provide only delivery of the call.

The provision of access to the 211 network by the Company for the transmission of announcements or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

The 211 Subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

The 211 Subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

.3 The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 Subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 211 Subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

F. 211 Service (Cont'd)

2. Regulations (Cont'd)

- .4 The 211 Subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- .5 The 211 Subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
- .6 The Company may take all legal and practical steps to disassociate itself from 211 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- .7 The 211 Subscriber shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to the existing assignment.

3. Other Terms and Conditions

- .1 This service is provided subject to the availability of the 211 code.
- .2 211 Service can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- .3 211 Service is supplemental to and is not a replacement for local exchange service.
- .4 Limitations and use of 211 Service apply as stated in this Catalog.
- .5 Directory listings may be provided for 211 Service at rates under the terms, conditions, and rates specified in this Catalog.
- .6 Access to 211 Service is not available to the following classes of service:
  - 1+,
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator-assisted calls to the 211 Subscriber will not be completed.

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

F. 211 Service (Cont'd)

3. Other Terms and Conditions (Cont'd)

- .7 211 Service will not provide calling number information in real time to the 211 Subscriber. If the 211 Subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- .8 Calls to the 211 Service code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not being provided will be advised that the service is not available from their number.
- .9 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- .10 211 Service is provided where facilities permit. The Company can only provide 211 Service to one specified telephone number per exchange.
- .11 The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls.
- .12 The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 211 Subscriber shall make such operational tests as, in its judgment are required to determine whether the Company's facilities are functioning properly for its use. The 211 Subscriber shall promptly notify the Company in the event the Company's facilities are not functioning properly.
- .13 211 Service is provided solely for the benefit of the 211 Subscriber. The provision of the 211 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.
- .14 The Company, its employees, or its agents are not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the 211 Subscriber.

Effective Date: October 9, 2013

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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

F. 211 Service (Cont'd)

4. Rates and Charges

.1 211 Subscribers will pay the normal cataloged charges for the local exchange access arrangements used for transporting and terminating messages at the 211 Subscriber's designated premises.

.2 Charges applicable to the 211 Service are as follows:

	Nonrecurring <u>Charge</u>
Service Establishment Charge Per Point-to-Number	\$300.00
Central Office Switch Activation Charge Per Central Office Switch Translated or Changed	\$30.00



**Effective Date: October 9, 2013**

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**MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE**

G. Prairie Learning Connection Distance Learning

1. General

- .1 Prairie Learning Connection Distance Learning Network Service links educational facilities with interactive video, audio and data communications. The service arrangement consists of full motion, two-way interactive, broadcast-quality video over one DS-3 channel using compression technology to each site.
- .2 Prairie Learning Connection Distance Learning Network Service provides for a “live” learning system that lets students and instructors interact with two-way video and audio from multiple locations. Dedicated facilities from each school to the appropriate central office will provide links to the distance learning network. The service will also provide for the video codec necessary at each site to convert the electrical signals to and from analog video signals generated in the classroom.

2. Liability of the Telephone Company

- .1 The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance, or non-performance of the Distance Learning Network Service.
- .2 The Company is not liable for any loss of transmissions, errors, interruptions, defects, failures, mistakes, or malfunctions of this service.

3. Conditions

- .1 The service specified herein will be available to the Prairie Learning Connection upon execution of a contract with the Telephone Company upon mutually agreeable terms to take the subject services for a minimum of 36 months.
- .2 Prairie Learning Connection Distance Learning Network Service customers must have customer premises equipment capable of connection to the company-provided video codec. This equipment will be obtained from a separate vendor.
- .3 All rates and charges quoted in other parts of this Catalog provide for the furnishing of service or channels when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs.

Effective Date: October 9, 2013

## MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

## G. Prairie Learning Connection Distance Learning (Cont'd)

## 3. Conditions (Cont'd)

- .4 Additional sites may be added, but when the revenue to be derived from the service or channels is not sufficient to warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, the amount depending upon the circumstances in each case.
- .5 When construction is provided by a connecting company, charges made to the customer will be based on the charges of the connection company.
- .6 Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Telephone Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire costs involved in securing such right-of-way.

## 4. Rates

- .1 The following rates apply in addition to all other applicable rates and charges shown elsewhere in the Company's Catalog.

	Per Site <u>Non-Recurring</u>	Monthly Per Site <u>Recurring</u>
Installation	\$750.00	
Network Service		\$2,000.00

**Effective Date: October 9, 2013**

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**MESSAGE TOLL TELEPHONE SERVICE**

**A. General Regulations**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

1. The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.
2. The obtaining or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit devise, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
3. The use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
4. The use of profane or obscene language.
5. The use of service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

**B. Concurrence in Regulations and Charges of American Telephone and Telegraph and General Telephone Company of Illinois.**

1. Frontier Communications of Lakeside, Inc. concurs in the rates, rules, and regulations governing interstate communications as filed by the above listed Telephone Companies with the Illinois Commerce Commission.
2. Frontier Communications of Lakeside, Inc., extends this concurrence to any and all changes which may be made subsequent to this date by the above listed Telephone Companies.
3. Frontier Communications of Lakeside, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears that such cancellation is to the best interest of Frontier Communications of Lakeside, Inc., but only after compliance has been made with such orders of the Illinois Commerce Commission as may be required in lieu of such cancellation.

Effective Date: March 1, 2023

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**DIRECTORY ASSISTANCE SERVICE**

A. Directory Assistance Calls

1. Directory Assistance calls under this catalog are limited to local/IntraMSA calls. Directory assistance call completion provides a mechanized announcement and permits the customer to push "1" and the number is automatically dialed.
2. Automatic directory assistance call completion will only be furnished where facilities and operating conditions exist.
3. Automatic directory assistance will not be provided to the following services: WATS<sup>2</sup> services, 800 services, 900 services, 976 services, or Payphone Service. However, collect, third number, and calling card automatic directory assistance service will be added as facilities become available.
4. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, calling card, third number, or any other calls requiring customer assistance are not included.
5. Automatic directory assistance charges are not subject to optional calling plan discounts.

B. Liability

The company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service. The service is furnished solely for the telephone calling purposes of the caller.

C. Rates

The following rate in addition to the rates and charges for other catalog services including any applicable toll charges.

	<u>Rate</u>	
Directory assistance calls per call completed	* <sup>1</sup>	(C)

<sup>1</sup> Calls from lines of customers who have been certified by a registered physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charges.

<sup>2</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

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

Effective Date: March 1, 2023

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### DIRECTORY ASSISTANCE SERVICE

#### D. National Directory Assistance

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

#### Conditions

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

#### Rates and Charges

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

\*

(C)

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

(N)

Effective Date: March 1, 2023

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**DIRECTORY ASSISTANCE SERVICE**

E. Directory Assistance Call Completion (DACC)

1. Allows customers the option to have their local and toll calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.
2. The calling party will incur a \* per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer. (C)

Directory Assistance Call Completion \* (C)

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

Effective Date: October 9, 2013

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## SWITCHED DIGITAL SERVICES

### A. Switched DS1 Service

#### 1. General

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

#### 2. Definitions and Application of Services

##### .1 SWDS1 Facility and Common Equipment

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

##### .2 Basic Trunks

###### .2.1 In-Only Trunk

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

###### .2.2 Out-Only Trunk

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

###### .2.3 Two-Way Trunk

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

Effective Date: August 16, 2020

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## SWITCHED DIGITAL SERVICES

### A. Switched DS1 Service (Cont'd)

#### .3 Advanced Trunks

Out-only trunk with Outward Dialing Feature.

##### .3.1. In-Only Trunk with DID

In-only trunk with Direct Inward Dialing (DID) feature. Requires a DID trunk circuit termination.

##### .3.2. Out-Only Trunk

Out-only trunk with Outward Dialing Feature.

##### .3.3. Two-Way Trunk with DID.

Two-way trunk with DID. Requires a DID trunk circuit termination.

#### 3. Terms and Conditions

.1 SWDS1 is provided subject to the availability of central office facilities.

.2 The type of SWDS1 facility installed will be determined by the Company.

.3 Each SWDS1 facility enables the customer to install up to a maximum of 24 trunks per SWDS1 facility. The customer is billed for the actual number and types of trunks in service on each SWDS1 facility.

.4 The minimum service period for the SWDS1 facility and common equipment is one month.

.5 When Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service terminates on a SWDS1 facility, the Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service rates and charges also apply.

.6 The following services will not be provided within the SWDS1 facility:

.6.1 Local flat rate trunks and other access line services.

.6.2 Feature Groups A, B, C or D.

.6.3 Other private line/access services and facilities unless specified herein.

.6.4 Switched 56 Service.

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)



Effective Date: October 9, 2013

## SWITCHED DIGITAL SERVICES

A. Switched DS1 Service (Cont'd)

## 3. Terms and Conditions

- .7 Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWDS1 facility and common equipment.
- .8 Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.
- .9 SWDS1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.

## 4. Rates and Charges

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

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
.1.1 Stand alone SWDS1 facility and common equipment, per 24 channel facility.		
- All basic trunks, advanced trunks or a combination of basic and advanced trunks.	\$1,155.00	\$350.00
.1.2 Basic trunks each		
- In-only trunk	\$45.00	\$5.00
- Out-only trunk	\$45.00	\$5.00
- Two-way trunk	\$45.00	\$5.00
.1.3. Advanced trunks each		
- In-only trunk with DID	\$45.00	\$5.00
- Out-only trunk with Outward Dialing	\$45.00	\$5.00
- Two-way trunk with DID	\$45.00	\$5.00

Effective Date: October 9, 2013

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**SWITCHED DIGITAL SERVICES**

A. Switched DS1 Service (Cont'd)

4. Rates and Charges (Cont'd)

.2 Nonrecurring change charges apply as follows:

Nonrecurring Charge

Trunk Change Charges

- Miscellaneous changes within the categories of basic or advanced.	\$44.00
- Change from basic trunks to advanced trunks or vice versa.	\$69.00
- Add, change to or from, or rearrange hunting arrangement within a trunk group.	\$46.00

.3 Rate Stability Plan

- .3.1 The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWDS1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.
- .3.2 Regular nonrecurring charges, specified in A.4.1 preceding, apply.
- .3.3 Rates and charges, specified in A.4.1 preceding, apply to all SWDS1 trunks and are not part of the Rate Stability Plan.
- .3.4 Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in A.4.2 preceding or a separate Rate Stability Plan.
- .3.5 Any reduction of SWDS1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.
- .3.6 Termination charges may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.

Effective Date: October 9, 2013

## SWITCHED DIGITAL SERVICES

A. Switched DS1 Service (Cont'd)

## 4. Rates and Charges (Cont'd)

## .3 Rate Stability Plan (Cont'd)

## .3.7 Stabilized Monthly Rates

SWDS1 facility and common equipment, per 24 channel facility.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
- Monthly Plan	\$350.00	\$650.00
- One-Year Plan		
All basic trunks or a combination of basic and advanced trunks.	\$300.00	\$650.00
- Three-Year Plan		
All basic trunks or a combination of basic and advanced trunks.	\$250.00	\$650.00
- Five-Year Plan		
All basic trunks or a combination of basic and advanced trunks.	\$200.00	\$650.00

Effective Date: March 1, 2018

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## OPERATOR SERVICES

### A. Operator Services

#### 1. General

- .1 The provisions shown herein apply when connections (local calls) between stations belonging to the same flat rate calling area established with the assistance of a Company Operator.

#### 2. Conditions

- .1 All local calls, including local coin calls, which are not direct dialed by the customer are subject to charge, unless otherwise exempted by Paragraph .2 following:
- .2 Charges do not apply to the following local calls:
  - 2.1 Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc. or from the accounts of customers who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.
  - 2.2 Calls which require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.

#### 3. Definitions

- .1 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).

- .2 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.

- .3 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.

Effective Date: March 1, 2023

**OPERATOR SERVICES**

A. Operator Services (Cont'd)

3. Definitions (Cont'd)

.4 Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

.5 Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

.6 Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

.7 Live Operator Fee

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

This fee will not apply if:

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

4. Rates

Charge Per Call

Operator Assisted Station to Station  
 Collect  
 Operator Assisted Person to Person  
 Operator Assisted Time and Charges  
 Operator Assisted -Corrections  
 Billed to Third Number  
 Live Operator Fee

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

(N)