

ACCESS SERVICES

**CITIZENS TELECOMMUNICATIONS COMPANY OF WEST
VIRGINIA**

d/b/a

FRONTIER COMMUNICATIONS OF WEST VIRGINIA

PSC WV No. 3

Rates, Rules and Regulations for Access Services provided by means of wire, fiber optics, radio or any other suitable technology or a combination thereof.

Filed by:

*Laurie A. Maffett
Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, New York 14646*

**Cancels PSC WV No. 2 in its entirety for
Citizens Telecommunications Company of West Virginia
d/b/a
Citizens Mountain State**

This filing is in response to the order issued in Case No. 02-0112-T-NC

The trade name Citizens Mountain State has been changed to Frontier Communications of West Virginia. All references throughout this Tariff to "the Telephone Company," or "the Company," shall be read as Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications of West Virginia.

Issued: April 26, 2002

Laurie A. Maffett
Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

Check Sheet

Pages 1 to 427 inclusive of this tariff are effective as of the date shown. The original and revised pages named below contain all changes from the original tariff that are in effect on the date shown.

<u>Page</u>	Number of Revision Except <u>As Indicated</u>	<u>Page</u>	Number of Revision Except <u>As Indicated</u>	<u>Page</u>	Number of Revision Except <u>As Indicated</u>
Title 1	Original	31	Original	62.1	Original
				63	Original
Title 2	Original	32	Original	64	Original
1	18 th Revised *	33	Original	65	Original
2	5 th Revised	34	Original	66	Original
3	2 nd Revised	35	Original	67	Original
4	4 th Revised	36	Original	68	Original
5	13 th Revised*	37	Original	69	Original
6	Original	38	Original	70	Original
7	1 st Revised	38.1	Original	71	Original
		39	2 nd Revised		
		39.1	Original		
		39.2	Original		
		39.3	Original		
8	Original	40	Original	72	Original
9	Original	41	Original	73	Original
10	Original	42	Original	74	Original
11	Original	43	Original	75	Original
12	Original	44	Original	76	Original
13	Original	45	Original	77	Original
14	Original	46	Original	78	Original
15	Original	47	Original	79	Original
16	1 st Revised	48	Original	80	Original
17	Original	49	Original	81	Original
18	1 st Revised	50	Original	82	Original
19	Original	51	Original	83	Original
20	Original	52	Original	84	Original
21	Original	53	Original	85	Original
22	Original	54	Original	86	Original
23	Original	55	Original	87	Original
24	Original	56	1 st Revised	88	Original
25	Original	57	Original	89	Original
26	Original	58	Original	90	Original
27	Original	59	1st Revised	91	Original
28	Original	60	1st Revised		
29	Original	61	1st Revised		
30	Original	62	1st Revised		

* New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. 23-0451-T-T dated June 5, 2023 effective July 1, 2023.

Issued: May 26, 2023

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 21 West Avenue
 Spencerport, NY 14559

Effective: July 1, 2023

ACCESS SERVICES

Check Sheet

<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>
92	Original	125	1st Revised	158	1st Revised
93	Original	126	1st Revised	159	1st Revised
94	Original	127	Original	160	1st Revised
95	Original	128	Original	161	1st Revised
96	Original	129	Original	162	1st Revised
97	Original	130	Original	163	1st Revised
98	Original	131	Original	164	1st Revised
99	Original	132	Original	165	1st Revised
100	Original	133	Original	166	1st Revised
101	Original	134	Original	167	1st Revised
102	Original	135	1st Revised	168	1st Revised
103	Original	136	2nd Revised	169	1st Revised
104	Original	137	2nd Revised	170	1st Revised
105	Original	138	2nd Revised	171	1st Revised
106	Original	139	2nd Revised	172	1st Revised
107	Original	140	2nd Revised	173	1st Revised
108	Original	141	1st Revised	174	1st Revised
109	Original	142	1st Revised	175	1st Revised
110	Original	143	1st Revised	176	1st Revised
111	Original	143.1	Original	177	1st Revised
112	Original	144	3rd Revised	178	1st Revised
113	Original	145	2nd Revised	179	1st Revised
114	Original	146	3rd Revised *	180	1st Revised
115	Original	147	2nd Revised	181	1st Revised
116	Original	148	1st Revised	182	1st Revised
117	Original	149	1st Revised	183	1st Revised
118	Original	150	1st Revised	184	1st Revised
119	Original	151	1st Revised	185	1st Revised
120	Original	152	1st Revised	186	1st Revised
121	Original	153	1st Revised	187	1st Revised
122	Original	154	1st Revised		
123	Original	155	1st Revised		
124	Original	156	1st Revised		
		157	1st Revised		

* New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 21-0428-T-T dated June 23, 2021.

Issued: June 1, 2021

Vice President Regulatory Affairs
Citizens Telecommunications Company
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2021

ACCESS SERVICES

Check Sheet (Cont'd)

<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>
188	1st Revised	224	1st Revised	262	1st Revised
189	2nd Revised *	225	1st Revised	263	2nd Revised
190	1st Revised	226	1st Revised	264	1st Revised
191	1st Revised	227	1st Revised	265	1st Revised
192	1st Revised	228	1st Revised	266	1st Revised
193	2nd Revised *	229	1st Revised	267	1st Revised
194	1st Revised	230	1st Revised	268	1st Revised
195	1st Revised	231	1st Revised	268.1	Original
196	1st Revised	232	1st Revised	268.2	Original
197	1st Revised	233	1st Revised	268.3	Original
198	1st Revised	234	1st Revised	268.4	Original
199	1st Revised	235	1st Revised	268.5	Original
200	1st Revised	236	1st Revised	268.6	Original
201	1st Revised	237	1st Revised	268.7	Original
202	1st Revised	238	1st Revised	268.8	Original
203	1st Revised	239	1st Revised	268.9	Original
204	1st Revised	240	1st Revised	268.10	Original
205	1st Revised	241	1st Revised	268.11	Original
206	1st Revised	242	1st Revised	268.12	Original
207	1st Revised	243	1st Revised	268.13	Original
208	1st Revised	244	1st Revised	269	Original
209	1st Revised	245	1st Revised	269.1	Original
210	1st Revised	246	1st Revised	270	Original
211	1st Revised	247	1st Revised	271	Original
212	1st Revised	248	1st Revised	272	Original
213	1st Revised	249	1st Revised	273	Original
214	1st Revised	250	2nd Revised	274	Original
215	1st Revised	251	1st Revised	275	Original
216	1st Revised	252	1st Revised	276	Original
217	1st Revised	253	1st Revised	277	Original
218	1st Revised	254	1st Revised	278	Original
219	1st Revised	255	1st Revised	279	Original
220	1st Revised	256	2nd Revised	280	Original
221	1st Revised	257	1st Revised	281	Original
222	1st Revised	258	1st Revised	282	Original
223	1st Revised	259	1st Revised	283	Original
		260	1st Revised		
		261	1st Revised		

* New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. 18-0607-T-T dated May 18, 2018.

Issued: May 2, 2018

Vice President Regulatory Affairs
 Frontier Communications
 21 West Avenue
 Spencerport, NY 14559

Effective: June 1, 2018

ACCESS SERVICES

Check Sheet (Cont'd)

<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>	<u>Page</u>	<u>Number of Revision Except As Indicated</u>
284	Original	325	Original	366	Original
285	Original	326	Original	367	Original
286	Original	327	Original	368	Original
287	Original	328	Original	369	Original
288	Original	329	Original	370	Original
289	Original	330	Original	371	Original
290	Original	331	Original	372	Original
291	Original	332	Original	373	Original
292	Original	333	Original	374	Original
293	Original	334	Original	375	Original
294	Original	335	Original	376	Original
295	Original	336	Original	377	Original
296	Original	337	Original	378	Original
297	Original	338	Original	379	Original
298	Original	339	Original	380	Original
299	Original	340	Original	381	Original
300	Original	341	Original	382	Original
301	Original	342	Original	383	Original
302	Original	343	Original	384	Original
303	Original	344	Original	385	Original
304	Original	345	Original	386	Original
305	Original	346	Original	387	Original
306	Original	347	Original	388	Original
307	Original	348	Original	389	Original
308	Original	349	Original	390	Original
309	Original	350	Original	391	Original
310	Original	351	Original	392	Original
311	Original	352	Original	393	Original
312	Original	353	Original	394	Original
313	Original	354	Original	395	Original
314	Original	355	Original	396	Original
315	Original	356	Original	397	Original
316	Original	357	Original	398	Original
317	Original	358	Original	399	4 th Revised
318	1 st Revised*	359	Original		
319	Original	360	Original		
320	Original	361	Original		
321	Original	362	Original		
322	Original	363	Original		
323	Original	364	Original		
324	Original	365	Original		

* New or Revised

ACCESS SERVICES

Check Sheet (Cont'd)

<u>Page</u>	Number of Revision Except <u>As Indicated</u>	<u>Page</u>	Number of Revision Except <u>As Indicated</u>	<u>Page</u>	Number of Revision Except <u>As Indicated</u>
400	Original				
401	11th Revised*				
402	7th Revised *				
402.1	5th Revised*				
403	2nd Revised				
404	Original				
405	Original				
406	Original				
407	Original				
408	Original				
409	Original				
410	Original				
411	Original				
412	Original				
413	Original				
414	Original				
415	Original				
416	Original				
417	Original				
418	Original				
419	Original				
420	Original				
421	Original				
422	Original				
423	Original				
424	Original				
425	Original				
426	4th Revised				
427	3rd Revised				

* New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 23-0451-T-T dated June 5, 2023 effective July 1, 2023.

Issued: May 26, 2023

Vice President Regulatory Affairs
Citizens Telecommunications Company
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2023

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
Check Sheet	1
Table of Contents	6
Concurring Carriers	17
Connecting Carriers	17
Other Participating Carriers	17
Explanation of Symbols and Abbreviations	18
Reference to Other Tariffs and Technical Publications	21
1. <u>APPLICATION OF TARIFF</u>	23
2. <u>GENERAL REGULATIONS</u>	24
2.1 <u>Undertaking of the Telephone Company</u>	24
2.1.1 Scope	24
2.1.2 Limitations	24
2.1.3 Liability	25
2.1.4 Provision of Services	27
2.1.5 Installation and Termination of Services	27
2.1.6 Maintenance of Services	27
2.1.7 Changes and Substitutions	28
2.1.8 Refusal and Discontinuance of Service	28
2.1.9 Notification of Service-Affecting Activities	29
2.1.10 Provision and Ownership of Telephone Numbers	29
2.1.11 Coordination with Respect to Network Contingencies	30
2.2 <u>Use</u>	30
2.2.1 Interference or Impairment	30
2.2.2 Unlawful Use of Services	31

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
2.3 <u>Obligations of the Customer</u>	31
2.3.1 Damages	31
2.3.2 Ownership of Facilities of Theft	31
2.3.3 Equipment Space and Power	32
2.3.4 Availability for Testing	32
2.3.5 Balance	32
2.3.6 Design of Customer Services	32
2.3.7 Reference to the Telephone Company	33
2.3.8 Claims and Demands for Damages	33
2.3.9 Jurisdictional Report Requirements	34
2.3.10 Determination of Intrastate Charges for Mixed Interstate and Intrastate Access Service	38
2.4 <u>Payment Arrangements and Credit Allowances</u>	39
2.4.1 Payment of Rates, Charges and Deposits	39
2.4.2 Minimum Periods	46
2.4.3 Cancellation of an Order for Service	47
2.4.4 Credit Allowances for Service Interruptions	48
2.4.5 Re-establishment of Service Following Fire, Flood or Other Occurrence	53
2.4.6 Title or Ownership Rights	53
2.4.7 Access Services Provided by More Than One Telephone Company	54
2.5 <u>Connections</u>	63
2.5.1 General	63
2.6 <u>Definitions</u>	63
3. <u>CARRIER COMMON LINE ACCESS SERVICE</u>	99
3.1 <u>General Description</u>	99
3.2 <u>Access Groups</u>	99

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
3.3 <u>Limitations</u>	99
3.4 <u>Determination of Usage Subject to Carrier Common Line Charges</u>	100
3.4.1 Determination of Jurisdiction	100
3.4.2 Case Involving Usage Recording By the Customer	100
3.4.3 Local Exchange Access and Enhanced Services Exemption	101
3.4.4 Common Channel Signaling System 7 (CCS7) Access Service	101
3.5 <u>Resold Services</u>	101
3.5.1 Scope	101
3.5.2 Customer Obligations Concerning the Resale of MTS/MTS-type Services	102
3.5.3 Resale Documentation Provided By the Customer	102
3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services	103
3.6 <u>Rate Regulations</u>	108
3.6.1 Billing and Charges	108
3.6.2 Measuring and Recording of Call Detail	108
3.6.3 Unmeasured Feature Group A and B Usage	109
3.6.4 Percent Interstate Use (PIU)	109
3.6.5 Determination of Charges	109
4. <u>End User Access Service</u>	110
4.1 <u>General Description</u>	110
4.2 <u>Limitations</u>	110
4.3 <u>Provision and Ownership of Telephone Number</u>	110

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
4.4 <u>Undertaking of the Telephone Company</u>	110
4.5 <u>Obligations of Radio Common Carrier</u>	111
4.6 <u>Payment Arrangements and Credit Allowances</u>	111
4.7 <u>Rate Regulations</u>	112
4.7.1 Who is Billed	114
5. <u>ACCESS ORDERING</u>	117
5.1 <u>General</u>	117
5.1.1 Ordering Conditions	117
5.1.2 Provision of Other Services	118
5.2 <u>Access Order</u>	119
5.2.1 Access Order Service Date	121
5.2.2 Access Order Modifications	122
5.2.3 Cancellation of an Access Order	126
5.2.4 Selection of Facilities for Access Orders	127
5.2.5 Minimum Period	128
5.2.6 Minimum Period Charges	128
5.2.7 Shared Use Facilities	129
5.2.8 Access Orders for Services Provided By More Than One Telephone Company	129
5.3 <u>Equal Access Conversions</u>	132
6. <u>SWITCHED ACCESS SERVICE</u>	135
6.1 <u>General</u>	135
6.2 <u>Rate Categories</u>	136

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>	
6.2.1	Local Transport Description	138
6.2.2	End Office	145
6.2.3	Non-Chargeable Optional Features	148
6.2.4	Shared Use Facilities	148
6.2.5	CCS7 Access Service	148
6.3	<u>Provision and Description of Switched Access Service Feature Groups</u>	149
6.3.1	Feature Group A (FGA)	149
6.3.2	Feature Group B (FGB)	154
6.3.3	Feature Group C (FGC)	158
6.3.4	Feature Group D (FGD)	163
6.3.5	Toll Free Access Service	168
6.3.6	900 Access Service	173
6.3.7	Operator Services	178
6.3.8	Manner of Provision	183
6.3.9	Common Switching Transport Termination Optional Features	185
6.3.10	Line Information Data Base (LIDB) Query Service	217
6.3.11	Common Channel Signaling System 7 Access Service	223
6.4	<u>Transmission Specifications</u>	225
6.5	<u>Obligation of the Telephone Company</u>	225
6.5.1	Network Management	226
6.5.2	Design and Traffic Routing of Switched Access Service	226
6.5.3	Provision of Service Performance Data	228
6.5.4	Trunk Group Measurement Reports	228
6.5.5	Determination of Number of Transmission Paths	228
6.5.6	Design Blocking Measurement	229
6.5.7	Design Layout Report	231
6.5.8	Access Tandem Arrangements	232
6.5.9	Equal Access Conversions	232
6.5.10	Testing	233

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
6.6 <u>Obligations of the Customer</u>	237
6.6.1 Supervisory Signaling	237
6.6.2 Trunk Group Measurement Reports	237
6.6.3 ASR Requirements	237
6.6.4 Jurisdictional Determination	239
6.7 <u>Rate Regulations</u>	242
6.7.1 Application of Rates and Charges	242
6.7.2 Minimum Periods	257
6.7.3 Minimum Monthly Charge	257
6.7.4 Measuring Access Minutes	258
7. <u>Special Access Service</u>	269
7.1 <u>General</u>	269
7.1.1 Channel Types	269
7.1.2 Service Descriptions	271
7.1.3 Service Configurations	274
7.1.4 Alternate Use	278
7.1.5 Special Facilities Routing	278
7.1.6 Design Layout Report	278
7.1.7 Acceptance Testing	279
7.1.8 Ordering Options and Conditions	279
7.2 <u>Rate Regulations</u>	280
7.2.1 Rate Categories	280
7.2.2 Types of Rates and Charges	284
7.2.3 Moves	288
7.2.4 Minimum Periods	288
7.2.5 Mileage Measurement	289
7.2.6 Facility Hubs	290
7.2.7 Shared Use Analog and Digital High Capacity Services	292
7.3 <u>Surcharge for Special Access Service</u>	293

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
7.3.1 General	293
7.3.2 Application	293
7.3.3 Exemption of Special Access Service	294
7.3.4 Rate Regulations	295
7.4 <u>Voice Grade Service</u>	297
7.4.1 Basic Channel Description	297
7.4.2 Technical Specifications Packages and Network Channel Interfaces	297
7.4.3 Optional Features and Functions	299
7.5 <u>Program Audio Service</u>	307
7.5.1 Basic Channel Description	307
7.5.2 Technical Specifications Packages and Network Channel Interfaces	307
7.5.3 Optional Features and Functions	308
7.6 <u>Video Service</u>	309
7.6.1 Basic Channel Description	309
7.6.2 Technical Specifications Packages and Network Channel Interfaces	309
7.7 <u>Digital Data Service</u>	312
7.7.1 Basic Channel Description	312
7.7.2 Technical Specifications Packages and Network Channel Interfaces	312
7.7.3 Optional Features and Functions	313
7.8 <u>High Capacity Service</u>	315
7.8.1 Basic Channel Description	315
7.8.2 Technical Specifications Packages and Network Channel Interfaces	315
7.8.3 Optional Features and Functions	316

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
8. <u>Special Federal Government Access Services</u>	319
8.1 <u>General</u>	319
8.2 <u>Emergency Conditions</u>	319
8.3 <u>Intervals to Provide Service</u>	320
8.4 <u>Safeguarding of Service</u>	320
8.4.1 Facility Availability	320
8.5 <u>Federal Government Regulations</u>	320
8.6 <u>Rate and Charges</u>	320
9. <u>Additional Engineering, Additional Labor and Miscellaneous Services</u>	322
9.1 <u>Additional Engineering</u>	322
9.1.1 Charges for Additional Engineering	322
9.2 <u>Additional Labor</u>	323
9.2.1 Overtime Installation	323
9.2.2 Overtime Repair	323
9.2.3 Stand By	323
9.2.4 Testing and Maintenance with Other Telephone Companies	323
9.2.5 Other Labor	323

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
9.3 <u>Miscellaneous Services</u>	324
9.3.1 Maintenance of Service	324
9.3.2 Restoration Priority	325
9.3.3 Presubscription	325
9.3.4 Standard Jacks - Registration Program	333
9.3.5 Billing Name and Address Service	334
9.3.6 Testing Services	335
9.3.7 Additional Bill Copies	340
10. <u>Specialized Service or Arrangements</u>	341
10.1 <u>General</u>	341
10.2 <u>Rates and Charges</u>	341
11. <u>Interface Groups, Transmission Specifications and Channel Interfaces</u>	342
11.1 <u>Local Transport Interface Groups</u>	342
11.1.1 Interface Group 1	342
11.1.2 Interface Group 2	343
11.1.3 Interface Group 3	343
11.1.4 Interface Group 4	344
11.1.5 Interface Group 5	344
11.1.6 Interface Group 6	344
11.1.7 Interface Group 7	345
11.1.8 Interface Group 8	345
11.1.9 Interface Group 9	346
11.1.10 Interface Group 10	347
11.1.11 Available Premises Interface Codes	347
11.1.12 Supervisory Signaling	351
11.2 <u>Transmission Specifications Switched Access Service</u>	352
11.2.1 Standard Transmission Specifications	352
11.2.2 Data Transmission Parameters	360
11.2.3 WATS Access Line	364

*New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
11.3 <u>Special Access Channel Interface and Network Channel Codes</u>	365
11.3.1 Glossary of Channel Interface Codes and Options	365
11.3.2 Impedance	369
11.3.3 Digital Hierarchy Channel Interface Codes	370
11.3.4 Service Designator/Network Channel Code Conversion Table	370
11.3.5 Compatible Channel Interfaces	372
12. <u>Special Facilities Routing of Access Services</u>	386
12.1 <u>Description of Special Facilities Routing of Access Services</u>	386
12.1.1 Diversity	386
12.1.2 Avoidance	386
12.1.3 Cable-Only Facilities	386
12.2 <u>Rates and Charges for Special Facilities Routing of Access Service</u>	387
12.2.1 Diversity	387
12.2.2 Avoidance	387
12.2.3 Diversity and Avoidance Combined	387
12.2.4 Cable-Only Facilities	387
13. <u>Coin Services</u>	388
13.1 General	388
13.2 Service Description	388
13.3 Service Provisioning	389
13.4 Collection and Remittance of Coin Station Monies	389
13.5 Provision of Message Call Detail Concerning Coin Station Monies	389

*New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

TABLE OF CONTENTS

	<u>PAGE NO.</u>
13.6 <u>Payment of Coin Sent-Paid Monies</u>	390
13.6.1 Bill Period Coin Revenue	390
13.6.2 Total Customer Coin Revenue	391
13.6.3 Recourse Adjustments	391
13.6.4 Payment of Net Customer Coin Revenue	391
13.6.5 Audit Provisions	392
14. (RESERVED)	393
15. (RESERVED)	394
16. (RESERVED)	395
17. (RESERVED)	396
18. (RESERVED)	397
19. (RESERVED)	398
20. <u>Rates and Charges</u>	399
20.1 Citizens Telecommunications Companies	399
20.1.1 Carrier Common Line	399
20.1.2 End User Access Service	399
20.1.3 Access Ordering	400
20.1.4 Switched Access Service	401
20.1.5 Special Access Service	405
20.1.6 Special Federal Government Access Services	414
20.1.7 Miscellaneous Services	417
20.1.8 Special Facilities Routing	423

*New or Revised

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

CONCURRING CARRIERS

WAR TELEPHONE COMPANY

CONNECTING CARRIERS

NO CONNECTING CARRIERS

OTHER PARTICIPATING CARRIERS

NO OTHER PARTICIPATING CARRIERS

REGISTERED SERVICE MARKS

NONE

REGISTERED TRADEMARKS

NONE

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.
02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

EXPLANATION OF SYMBOLS

- (C) Indicates change in text or regulations
- (D) Indicates a decrease in rates
- (I) Indicates an increase in rates
- (M) Indicates moved material
- (N) Indicates new rates or regulations
- (O) Indicates omissions
- (T) Indicates temporary rates and/or surcharges

(C)
—
(C)
(N)
(C)
(O)
(O)

EXPLANATION OF ABBREVIATIONS

- ac - Alternating current
- AML - Actual Measured Loss
- ANI - Automatic Number Identification
- AP - Program Audio
- AT&T - American Telephone and Telegraph Company

- BD - Business Day
- BHMC - Busy Hour Minutes of Capacity

- CAROT - Centralized Automatic Reporting on Trunks
- CI - Changes Interface
- CO - Central Office
- COCTX - Central Office Centrex
- Cont'd - Continued
- CPE - Customer Provided Equipment
- Ctx - Centrex

- DA - Directory Assistance
- dB - decibel
- dBrnC - Decibel Reference Noise C-Message Weighting
- dBrnCO - Decibel Reference Noise C-Message Weighted 0
- dBv - Decibel(s) Relative to 1 Volt (Reference)
- dBv1 - Decibel(s) Relating to 1 Volt (Reference)
- dc - direct current

- EDD - Envelope Delay Distortion
- ELEPL - Equal Level Echo Path Loss
- EML - Expected Measured Loss
- EPL - Echo Path Loss

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 22-0920-T-T, dated November 7, 2022.

Issued: October 18, 2022

Vice President Regulatory Affairs
Citizens Telecommunications Company
21 West Avenue
Spencerport, NY 14559

Effective: November 18, 2022

ACCESS SERVICES

EXPLANATION OF SYMBOLS (Cont'd)

ERL	- Echo Return Loss
ESS	- Electronic Switching System
ESSX	- Electronic Switching System Exchange
f	- frequency
FID	- Field Identifier
F.C.C.	- Federal Communications Commission
FX	- Foreign Exchange
HC	- High Capacity
Hz	- Hertz
IC	- Intrastate Customer
ICB	- Individual Case Basis
ICL	- Inserted Connection Loss
kbps	- kilobits per second
kHz	- kilohertz
LATA	- local Access and Transport Area
Ma	- milliamperes
Mbps	- Megabits per second
MHz	- Megahertz
MMUC	- Minimum Monthly Usage Charge
MRC	- Monthly Recurring Charge
MTS	- Message Telecommunications Service(s)
NB	- Narrowband
NPA	- Numbering Plan Area
NRC	- Nonrecurring Charge
NTS	- Non-Traffic sensitive
NXX	- Three-Digit Central Office Code
OTPL	- Zero Transmission Level Point
PBX	- Private Branch Exchange
PCM	- Pulse Code Modulation
PLR	- Private Line Ringdown
POT	- Point of Termination

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

EXPLANATION OF SYMBOLS (Cont'd)

rms	- root-mean-square
RSM	- Remote Switching Modules
RSS	- Remote Switching Systems
SRL	- Singing Return Loss
SSN	- Switched Service Network
SWC	- Serving Wire Center
TES	- Telephone Exchange Service(s)
TLP	- Transmission Level Point
TSPS	- Traffic Service Position System
TV	- Television
USOC	- Uniform Service Order Code
VG	- Voice Grade
V & H	- Vertical & Horizontal
WA	- Wideband Analog
WATS	- Wide Area Telecommunications Service(s)
WD	- Wideband Digital
WAL	- WATS Access Line
WALE	- WATS Access Line Extender

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

REFERENCE TO OTHER TARIFFS

Whenever reference is made in this tariff to other tariffs of the Telephone Company, the reference is to the tariffs in force as of the effective date of this tariff, and to amendments thereto and successive issues thereof.

REFERENCE TO TECHNICAL PUBLICATIONS

The following technical publications are referenced in this tariff and, except for PUB AS No. 1, may be obtained from Literary Data Center, Inc., G.P.O., Box C-9014, Brooklyn, N.Y. 11202:

Compatibility Bulletin 106, Issue 2
Issued: December, 1981 Available: March 11, 1982

Technical Reference:

PUB 41451*
Issued: January, 1983 Available: May 17, 1983

PUB 60101
Issued: December, 1982 Available: January 17, 1983

PUB 41004
Issued: October, 1973 Available: October, 1973

PUB 62310
Issued: September, 1983 Available: October, 1983

PUB 62411
Issued: September, 1983 Available: October, 1983

PUB 62500
Issued: December, 1983 Available: March 15, 1984

PUB 62501
Issued: December, 1983 Available: March 15, 1984

PUB 62501 Addendum
Issued: March, 1984 Available: April, 1984

PUB 62502
Issued: December, 1983 Available: January, 1984

* Status of this publication is in question regarding pending resolution of its applicability to Satellite Digital Service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)

PUB 62503	Issued: December, 1983	Available: March 15, 1984
PUB 62503 Addendum	Issued: March, 1984	Available: April, 1984
PUB 62504	Issued: December, 1983	Available: March 15, 1984
PUB 62504 Addendum	Issued: March, 1984	Available: April, 1984
PUB 62505	Issued: December, 1983	Available: January, 1984
PUB 62505 Addendum	Issued: March, 1984	Available: April, 1984
PUB 62506	Issued: December, 1983	Available: January, 1984
PUB 62507	Issued: December, 1983	Available: March 15, 1984
PUB 62508	Issued: December, 1983	Available: January, 1984

The following technical publication is referenced in this tariff and may be obtained from the Bell System for Technical Education, Room F214, 6200 Route 53, Lisle, IL. 60532.

Telecommunications Transmission Engineering
Volume 3 - Networks and Services (Chapter 6 and 7)
Second Edition, 1980

Issued: June, 1980	Available: June, 1980
--------------------	-----------------------

The following Technical Publication is referenced in this tariff and may be obtained from the National Exchange Carrier Association, Inc., Director Tariff and Regulatory Matters, 100 So. Jefferson Road, Whippany, NJ 07981 and the Federal Communications Commission's commercial contractor.

PUB AS No. 1, Issue II	Issued: May, 1984	Available: May, 1984
------------------------	-------------------	----------------------

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

1. APPLICATION OF TARIFF

- 1.1 This tariff contains regulations, rates and charges applicable to the provision of Carrier Common Line, Switched Access and Special Access Services, and other miscellaneous services, hereinafter referred to collectively as service(s), provided by the Issuing Carriers of this tariff. This tariff does not apply to other services offered by the Telephone Company.
- 1.2 The provision of such services by the Telephone Company as set forth in this tariff does not constitute a joint undertaking with the customer for the furnishing of any services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations

2.1 Undertaking of the Telephone Company

2.1.1 Scope

- (A) The Telephone Company does not undertake to transmit messages under this tariff.
- (B) The Telephone Company shall be responsible only for the installation, operation and maintenance of the services it provides.
- (C) The Telephone Company will, for maintenance purposes, test its services only to the extent necessary to detect and/or clear troubles.
- (D) Services are provided twenty-four (24) hours daily, seven (7) days per week, except as set forth in other applicable sections of this tariff.
- (E) The Telephone Company does not warrant that its facilities and services meet standards other than those set forth in this tariff.

2.1.2 Limitations

- (A) The customer may assign or transfer the use of services under this tariff if there is no interruption in or relocation of services. The assignee or transferee must agree to assume all outstanding indebtedness for services provided under this tariff and any termination liability associated with the services provided. The customer will remain jointly liable with the assignee or transferee for any obligations existing at the time of the assignment.

Prior to assignment, the Telephone Company must acknowledge in writing that all requirements have been met. Acknowledgment will be made within fifteen (15) days after the Telephone Company has been notified of the proposed assignment.

- (B) All services offered in this tariff will be provided on a first-come first-served basis except as described below. The regulations for the installation and restoration of Telecommunications Service Priority (TSP) System Services shall be subject to Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Section 8 following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.2 Limitations (Cont'd)

- (C) When an end office is scheduled to be converted to an equal access end office, and a shortage of facilities exists, the Telephone Company will allocate available resources to participating ICs as set forth in Section 5.2.2 following.

2.1.3 Liability

Specific provisions concerning the Company's liability in particular situations appear throughout these tariffs. However, no tariff provision shall be interpreted to excuse the Company from liability, if any, when a court of competent jurisdiction finds that the Company has engaged in gross negligence, willful neglect or willful misconduct.

- (A) Except in the case of willful misconduct for which the Telephone Company's liability is not limited by this tariff, the Telephone Company's liability for damages shall not exceed an amount equal to the proportionate tariff charge for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may be due the customer as described in 2.4.3 following.
- (B) The Telephone Company shall not be liable for any act or omission of any other carrier or customer providing a portion of a service, nor shall the Telephone Company for its own act or omission hold liable any other carrier or customer providing a portion of a service.
- (C) The Telephone Company is not liable for damages to the customer premises resulting from the furnishing of a service, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Telephone Company's negligence.
- (D) The Telephone Company shall be indemnified, defended and held harmless by the end user and by the customer against any claim, loss or damage arising from the end user's use of services offered under this tariff, involving:

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.3 Liability (Cont'd)

(D) (Cont'd)

- (1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the end user's own communications;
- (2) Claims for patent infringement arising from the end user's acts combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the end users or IC or;
- (3) All other claims arising out of any act or omission of the end user in the course of using services provided pursuant to this tariff.

(E) The Telephone Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.3 following.

(F) The Telephone Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The Telephone Company shall be indemnified, defended and held harmless by the customer from any and all claims by any person relating to such customer's use of services so provided.

(G) Except in the case of willful misconduct, under no circumstances what so ever shall the Telephone Company be liable for indirect, incidental, special or consequential damages; and this disclaimer shall be effective notwithstanding any other provisions hereof.

(H) No license under patents is granted by the Telephone Company to the customer or shall be implied or arise by estoppel in the customer's favor with respect to any circuit, apparatus, system or method used by the customer in connection with services provided under this tariff. With respect to claims of patent infringement made by third persons, the Telephone Company will defend, indemnify, protect and save harmless the customer from and against all claims arising out of the use by the customer of services provided under this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.4 Provision of Services

The Telephone Company's obligation to furnish the services described in this tariff is dependent upon its ability to provide such service after provision has been made for the Telephone Company's exchange services.

Services provided to a customer under this tariff may be connected directly to customer facilities and/or may be connected to access facilities of another telephone company or companies in the joint provision of intrastate access.

Should a minor change occur, the Telephone Company shall notify the customer at least thirty (30) days in advance. A minor change is described as any change in telephone plant which will not affect the technical parameters of the interface (e.g., level, impedance, signaling, interface, bandwidth, two-wire, four-wire, etc.).

2.1.5 Installation and Termination of Services

The services provided under this tariff (A) will include any entrance cable or drop wiring and wire or intrabuilding cable to that point where provision is made for termination of the Telephone Company's outside distribution network facilities at a location at the customer-designated premises and (B) will be installed by the Telephone Company to such Point of Termination. The Telephone Company will work cooperatively with the customer to determine the location of the Point of Termination in accordance with the Telephone Company's standard operating procedures.

Each Access Service has only one Point of Termination per customer premises. Any additional terminations beyond such Point of Termination are the sole responsibility of the customer. Moves of the Point of Termination are handled as set forth in Section 6 and Section 7 following.

2.1.6 Maintenance of Services

The services provided under this tariff shall be maintained by the Telephone Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Telephone Company, other than by connection or disconnection to interface means used, except with the written consent of the Telephone Company.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.7 Changes and Substitutions

The Telephone Company shall not be responsible if any such substitution, change or rearrangement renders any customer furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance. If such substitution, change or rearrangement materially affects the operating characteristics of the facility, the Telephone Company will provide reasonable notification to the customer in writing.

Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Telephone Company will work cooperatively with the customer to determine reasonable notification procedures.

2.1.8 Refusal and Discontinuance of Service

- (A) Unless the provision of 2.2.1(B) or 2.5 following apply, if a customer fails to comply with 2.1.6 preceding 2.2.2, 2.3.1, 2.3.4, 2.3.5 or 2.4 following, including any payments to be made by it on the dates and times herein specified, the Telephone Company may, on thirty (30) days written notice by Certified U.S. Mail to the person designated by that customer to receive such notices of noncompliance, refuse additional applications for service and/or refuse to complete any pending orders for service by the noncomplying customer at any time thereafter. If the Telephone Company does not refuse additional applications for service on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Telephone Company's right to refuse additional applications for service to the non-complying customer without further notice.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.8 Refusal and Discontinuance of Service (Cont'd)

(B) In the case of such discontinuance, all applicable charges, including termination charges, shall become due. If the Telephone Company does not discontinue the provision of the services involved on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Telephone Company's right to discontinue the provision of the services to the noncomplying customer without further notice.

2.1.9 Notification of Service-Affecting Activities

The Telephone Company will provide the customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements, routine preventive maintenance and major switching machine change-out. Generally, such activities are not individual customer service specific they affect many customer services. No specific advance notification period is applicable to all service activities. The Telephone Company will work cooperatively with the customer to determine the notification requirements.

2.1.10 Provision and Ownership of Telephone Numbers

The Telephone Company reserves the reasonable right to assign, designate or change telephone numbers, any other call number designation associated with Access Services, or the Telephone Company serving central office prefixes associated with such numbers, when necessary in the conduct of its business. Should it be necessary to make a change in such number(s), the Telephone Company will furnish to the customer six (6) months notice, by Certified U.S. Mail, of the effective date and an explanation of the reason(s) for such change(s).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.11 Coordination with Respect to Network Contingencies

The Telephone Company intends to work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services.

2.2 Use

2.2.1 Interference or Impairment

- (A) The characteristics and methods of operation for any circuits, facilities or equipment provided by other than the Telephone Company and associated with the facilities utilized to provide services under this tariff shall not interfere with or impair service over any facilities of the Telephone Company. Its affiliated companies, connecting and concurring carriers involved in these services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public.
- (B) Except as provided for equipment or systems to the FCC Part 68 Rules in 47 C.F.R. Section 68.108, if such characteristics or method of operation are not in accordance with (A) preceding, the Telephone Company will, where practicable, notify the customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to preclude the Telephone Company's right to temporarily discontinue forthwith the use of a service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the customer will be properly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth 2.4.4 following is not applicable.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.2 Use (Cont'd)

2.2.2 Unlawful Use of Services

The services are furnished subject to the condition that they will not be used for an unlawful purpose. Services will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such services are being used in violation of law. The Telephone Company will refuse to furnish services when it has reasonable grounds to believe that such services will be used in violation of law.

2.3 Obligation of the Customer

2.3.1 Damages

The customer shall reimburse the Telephone Company for damages to Telephone Company facilities utilized to provide services under this tariff caused by the negligence or willful act of the customer or resulting from the customer's improper use of the Telephone Company facilities, or due to malfunction of any facilities or equipment provided by other than the Telephone Company. Nothing in the foregoing provision shall be interpreted to hold one customer liable for another customer's actions. The Telephone Company will, upon reimbursement for damages, cooperate with the customer in prosecuting a claim against the person causing such damages and the customer shall be subrogated to the right of recovery by the Telephone Company for the damages to the extent of such payment.

2.3.2 Ownership of Facilities and Theft

Facilities utilized by the Telephone Company to provide service under the provisions of this tariff shall remain the property of the Telephone Company. Such facilities shall be returned to the Telephone Company by the customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear will permit.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.3 Equipment Space and Power

The customer shall furnish or arrange to have furnished to the Telephone Company, at no charge, equipment space and electrical power required by the Telephone Company to provide services under this tariff at the points of termination of such services. The selection of ac or dc power shall be mutually agreed to by the customer and the Telephone Company. The customer shall also make necessary arrangements in order that the Telephone Company will have access to such spaces at reasonable times for installing, testing, repairing or removing Telephone Company services.

2.3.4 Availability for Testing

The services provided under this tariff shall be available to the Telephone Company at times mutually agreed upon in, order to permit the Company to make tests and adjustments appropriated for maintaining the services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

2.3.5 Balance

All signals for transmission over the services provided under this tariff shall be delivered by the customer balanced to ground except for ground start, duplex (DX) and McCulloh-Loop (Alarm System) type signaling and dc telegraph transmission at speeds of 75 baud or less.

2.3.6 Design of Customer Services

Subject to the provisions of 2.1.7 preceding, the customer shall be solely responsible, at its own expense, for the overall design of its services and for any redesigning or rearrangement of its services which may be required because of changes in facilities, operations or procedures of the Telephone Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.7 References to the Telephone Company

The customer may advise End Users that certain services are provided by the Telephone Company in connection with the service the customer furnishes to End Users; however, the customer shall not represent that the Telephone Company jointly participants in the customer's services.

2.3.8 Claims and Demands for Damages

- (A) With respect to claims of patent infringement made by third persons, the customer shall defend, indemnify, protect and save harmless the Telephone Company from and against all claims arising out of the combining with, or use in connection with, the services provided under this tariff, any circuit, apparatus, system or method provided by the customer.
- (B) The customer shall defend, indemnify and save harmless the Telephone Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by third persons arising out of the construction, installation, operation, maintenance, or removal of the customer's circuits, facilities, or equipment connected to the Telephone Company's services provided under this tariff, including, without limitations, Workmen's Compensation claim, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the customer's circuits, facilities or equipment, and proceedings to recover taxes, fines, or penalties for failure of the customer to obtain or maintain in effect any necessary certificates, permits, licenses, or other authority to acquire or operate the services provided under this tariff; provided, however, the foregoing indemnification shall not apply to suits, claims, and demands to recover damages for damage to property, death, or personal injury unless suits, claims or demands are based on the tortuous conduct of the customer, its officers, agents or employees.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.8 Claims and Demands for Damages (Cont'd)

(C) The customer shall defend, indemnify and save harmless the Telephone Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by the customer or third parties arising out of any act or omission of the customer in the course of using services provided under this tariff.

2.3.9 Jurisdictional Report Requirements

(A) Jurisdictional Reports

(1) When a customer orders Feature Group A and/or Feature Group B Switched Access Service the customer shall, in its order, state the projected intrastate percentage for intrastate usage for each Feature Group A and/or Feature Group B Switched Access Service group ordered. If the customer discontinues some but not all the Feature Group A and/or Feature Group B Switched Access Services in a group, it shall provide the projected intrastate percentage for such services which are discontinued.

Pursuant to Federal Communications Commission Order FCC 85-145 adopted April 16, 1985, intrastate usage is to be developed as though every call that enter a customer network at a point within the same state as that in which the call station is situated (as designated by the called station telephone number) is an intrastate communication and every call for which the point of entry is in a state other than that where the called station is situated (as designated by the called station telephone number) is an interstate communication.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.9 Jurisdictional Report Requirements (Cont'd)

(A) Jurisdictional Reports (Cont'd)

(1) (Cont'd)

The projected intrastate percentages will be used by the Telephone Company to apportion the usage between interstate and intrastate until a revised report is received as set forth in Section 7 following.

(2) All single line Feature Group A and B Switched Access Service usage and charges will be apportioned by the Telephone Company between interstate and intrastate. The projected intrastate percentage reported as set forth in 1 preceding will be used to make such apportionment.

(3) For multiline hunt group or trunk group arrangements where either the interstate or the intrastate charges are based on measured usage, the intrastate Feature Group A and/or Feature Group B Switched Access Service(s) reported as set forth in (1) preceding will be used to determine the charges as follows:

For all groups the number of access minutes (either measured or assumed) for a group will be multiplied by the projected intrastate percentage to develop the intrastate access minutes. The number of access minutes for the group minus the developed intrastate access minutes for the group will be developed interstate access minutes.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.9 Jurisdictional Report Requirements (Cont'd)

(A) Jurisdictional Reports (Cont'd)

- (4) When a customer orders Feature Group C or Feature Group D Switched Access Service(s), the Telephone Company, where the jurisdiction can be determined from the call detail, will, unless the customer provided the projected intrastate percentage for intrastate usage for each end office group in its order, determine the projected intrastate percentage as follows: For originating access minutes, the projected intrastate percentage will be developed on a monthly basis by end office when the Feature Group C or Feature Group D Switched Access Service access minutes are measured by dividing the measured intrastate originating access minutes (the access minutes where the calling number is one state and the called number is in same state) by the total originating access minutes when the call detail is adequate to determine the appropriate jurisdiction.

For terminating access minutes, the data used by the Telephone Company to develop the projected intrastate percentage for originating access minutes will be used to develop projected intrastate percentage for such terminating access minutes. When originating call details are insufficient to determine the jurisdiction for the call, the customer shall supply the projected intrastate percentage. This percentage shall be used by the Telephone Company as the intrastate percentage for such call detail. The Telephone Company will determine the projected percent interstate usage by subtracting the projected intrastate percentage for originating and terminating access minutes calculated by the Telephone Company provided by the customer from 100: (100-Telephone Company calculated projected intrastate percentage = projected interstate percentage).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.9 Jurisdictional Report Requirements (Cont'd)

(A) Jurisdictional Reports (Cont'd)

- (5) Except where Telephone Company measured access minutes are used as set forth in (4) preceding, the customer reported number of intrastate services or intrastate percentage of use as set forth in (1), (4), or (5) preceding will be used until the customer reports a different projected intrastate percentage for an in service end office group.

When the customer adds BHMC lines or trunks to an existing end office group, the customer shall furnish projected intrastate percentage that applies to the added BHMC, lines or trunks. When the customer discontinues BHMC, lines or trunks from an existing group, the customer shall furnish projected intrastate percentage for the discontinued BHMC, lines or trunks in the end office group. The revised report will serve as the basis for future billing and will be effective on the next bill date. No prorating or back billing will be done based on the report.

- (6) Effective on the first of January, April, July and October of each year the customer shall update the interstate and intrastate jurisdictional report. The customer shall forward to the Telephone Company, to be received no later than 15 days after the first of each such month, a revised report showing the interstate and intrastate percentage of used for the past three months ending the last day of December, March, June and September, respectively, for each service arranged for intrastate use.

Additionally, where the customer utilizes FGA Switched Access Service for calls between a Primary Exchange Carrier and a Secondary Exchange Carrier within the same Extended Area Service calling areas, and/or Feature Group B Switched Access Service for calls between a Primary Exchange Carrier's access tandem and a subtending Secondary Exchange Carrier, where the Primary and Secondary Exchange carriers are not the same Telephone Company and do not provide service under the same

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.9 Jurisdictional Report Requirements (Cont'd)

(A) Jurisdictional Reports (Cont'd)

(6) (Cont'd)

access service tariff, a copy of the revised report will be provided by the customer to each Secondary Exchange Carrier. The revised report will serve as the basis for the next three months billing and will be effective on the bill date for that service. No prorating or back billing will be done based on the report. If the customer does not supply the reports, the Telephone Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Telephone Company will assume the percentages to be the same as those provided in the order for services as set forth in (1) preceding.

(B) Billing Disputes

If a billing dispute arises concerning the projected intrastate percentage, the Telephone Company will ask the customer to provide the data the customer uses to determine the projected intrastate percentage. The Telephone Company will not request such data more than once a year. The customer shall supply the data within 30 days of the Telephone Company request.

2.3.10 Determination of Intrastate Charges for Mixed Interstate and Intrastate Access Service

When mixed interstate and intrastate Access Service is provided, all charges (i.e., nonrecurring, monthly and/or usage) including optional features charges, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.3.9 (A) preceding will serve as the basis for prorating the charges. The percentage of an Access Service to be charged as intrastate is applied in the following manner:

- (A) For monthly and nonrecurring chargeable rate elements, multiply the percent intrastate use times the quantity of chargeable elements times the stated tariff rate per element.

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

(M)

2.3.10 Determination of Intrastate Charges for Mixed Interstate and Intrastate Access Service (Cont'd)

(B) For usage sensitive (i.e., access minutes and calls) chargeable rate elements, multiply the percent intrastate use times actual use (i.e., measured or Telephone Company assumed average use) times the stated tariff rate.

The intrastate percentage will change as revised usage reports are submitted as set forth in 2.3.9 preceding.

(M)

(M) Material previously appeared on 1st Revised Page 39.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 14-1544-T-T, dated September 10, 2014.

Issued: August 28, 2014

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: September 27, 2014

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic

(A) Scope

- (1) VoIP-PSTN Traffic is defined as traffic exchanged between the Telephone Company end user and the customer in time division multiplexing ("TDM") format that originates and/or terminates in Internet protocol ("IP") format. This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) ("FCC Order"). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as "Relevant VoIP-PSTN Traffic") from the customer's traditional intrastate access traffic, so that such Relevant VoIP-PSTN Traffic can be billed in accordance with the FCC Order.
- (2) This section will be applied to the billing of switched access charges to a customer that is a local exchange carrier only to the extent that the customer has also implemented billing of interstate access charges for Relevant VoIP-PSTN Traffic in accordance with the FCC Order.

(B) Rating of VoIP-PSTN Traffic

The Relevant VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rates as specified in the Telephone Company's applicable federal access tariff and can also be found in Section 20.1.9 of this tariff.

Beginning July 1, 2014, any intrastate originating Toll VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's relevant interstate switched access rates as provided in the Telephone Company's applicable federal access tariff.

(N)
|
(N)

* Some material previously shown on this page now appears on Original Page 38.1.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 14-1544-T-T, dated September 10, 2014.

Issued: August 28, 2014

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: September 27, 2014

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factor

The Telephone Company will determine the number of Relevant VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied under subsection (B), above, by applying a Percent VoIP Usage ("PVU") factor to the total intrastate access MOU exchanged with the Telephone Company from the customer. The PVU will be derived and applied as follows:

- (1) The customer will calculate and furnish to the Telephone Company a factor (the "PVU-C") representing the percentage of the total intrastate access MOU that the customer exchanges with the Telephone Company in the State that is sent to the Telephone Company and that originated in IP format, or is received from the Telephone Company and terminated in IP format. This PVU-C shall be based on information such as traffic studies, actual call detail, or other relevant and verifiable information.
- (2) The Telephone Company will, likewise, calculate a factor (the "PVU-T") representing the percentage of the Telephone Company's total intrastate access MOU in the State that the Telephone Company originates or terminates on its network in IP format. This PVU-T shall be based on information, such as the number of the Telephone Company's retail VoIP subscriptions in the state, traffic studies, actual call detail, or other relevant and verifiable information.
- (3) The Telephone Company will use the PVU-C and PVU-T factors to calculate a PVU factor that represents the percentage of total intrastate MOU exchanged between a Telephone Company end user and the customer that is originated or terminated in IP format, whether at the Telephone Company's end, at the customer's end, or at both ends. The PVU factor will be calculated as the sum of: (A) the PVU-C factor and (B) the PVU-T factor times (1.0 minus the PVU-C factor).
- (4) The Telephone Company will apply the PVU factor to the total intrastate access MOU exchanged with the customer to determine the number of Relevant VoIP-PSTN Traffic MOUs.
- (5) If the customer does not furnish the Telephone Company with a PVU-C pursuant to the preceding paragraph 1, the Telephone Company will utilize a PVU equal to the PVU-T.

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 11-1782-T-T, dated March 29, 2012.

Issued: December 16, 2011

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: March 29, 2012

ACCESS SERVICES

2. General Regulations (Cont'd)

2.3 Obligation of the Customer (Cont'd)

2.3.11 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(D) Initial PVU Factor

If the PVU factor is not available and/or cannot be implemented in the Telephone Company's billing systems by March 29, 2012, once the factor is available and can be implemented the Telephone Company will adjust the customer's bills to reflect the PVU retroactively to March 29, 2012. This retroactive adjustment will be made to March 29, 2012, provided that the customer provides the factor to the Telephone Company no later than April 15, 2012; otherwise, it will set the initial PVU equal to zero, as specified in subsection (C)(1), above.

(E) PVU Factor Updates

The customer may update the PVU factor quarterly using the method set forth in subsection (C)(1), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

(F) PVU Factor Verification

Not more than four times in any year, the Telephone Company may ask the customer to verify the PVU factor furnished to the Telephone Company. The party so requested shall comply and shall reasonably provide the records and other information used to determine the PVU factors.

(G) Notwithstanding anything in the forgoing to the contrary, this tariff is subject to the modifications contained in the Federal Communications Commission Order in *In the Matter of Connect America Fund, Second Order on Reconsideration* (April 25, 2012) and further Order of the Public Service Commission of West Virginia.

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 11-1782-T-T, dated March 29, 2012.

Issued: December 16, 2011

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: March 29, 2012

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances

(M)

2.4.1 Payment of Rates, Charges and Deposits

- (A) The Telephone Company will, in order to safeguard its interests, only require a customer which has a proven history of late payments to the Telephone Company or does not have established credit, to make a deposit prior to or at any time after the provision of a service to the payment of rates and charges. No such deposit will be required of a customer which is a successor of a company which has established credit and has no history of late payments to the Telephone Company. Such deposit may not exceed the actual or estimated rates and charges for the service for a two month period.

(M)

(M) Material previously appeared on Original Page 39.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 11-1782-T-T, dated March 29, 2012.

Issued: December 16, 2011

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: March 29, 2012

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(A) (Cont'd)

The fact that a deposit has been made in no way relieves the customer from complying with the Telephone Company's regulations as to the prompt payment of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded. Such deposit will be refunded or credited to the account when the customer has established credit or, in any event, after the customer has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the customer. In case of a cash deposit, for the period the deposit is held by the Telephone Company, the customer will receive interest at the same percentage rate as that set forth in (B)(3)(b)(I) or in (B)(3)(b)(II), whichever is lower. The rate will be compounded daily for the number of days from the date the customer deposit its received by the Telephone Company to and including the date such deposit is credited to the customer's account for the date the deposit is refunded by the Telephone Company. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

- (B) The Telephone Company shall bill on a current basis all charges incurred by and credits due to the customer under this tariff attributable to services established or discontinued during the preceding billing period. In addition, the Telephone Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associate with service usage and for the Federal Government which will be billed in arrears. The bill day (i.e., the billing date of a bill for a customer for Access Service under this tariff), the period of service each bill covers and the payment date will be as follows:

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

- (1) For End User Access Service, the Telephone Company will establish a bill day each month for each end user account or advise the customer in writing of an alternate billing schedule. Alternate billing schedules shall not be established on less than 60 days notice or initiated by the Telephone Company more than twice in any consecutive 12 month period.

The bill will cover End User Access Service charges for the ensuing billing period except for End User Access Service for the Federal Government which will be billed in arrears. Any known unbilled charges for prior periods and any known unbilled adjustments for prior periods for End User Access Service will be applied to this bill. Such bills are due when rendered.

- (2) For Service other than End User Access Service, the Telephone Company will establish a bill day each month for each customer account or advise the customer in writing of an alternate billing schedule. Alternate billing schedules shall not be established on less than 60 days notice or initiated by the Telephone Company more than twice in any consecutive 12 month period. The bill will cover non-usage sensitive service charges for the ensuing billing period for which the bill is rendered, any known unbilled non-usage sensitive charges for prior periods and unbilled usage charges for the period after the last bill day through the current bill day.

Any known unbilled usage charges for prior periods and any known unbilled adjustments will be applied to this bill. Payment is not received by the payment date, as set forth in (3) following in immediately available funds, a late payment penalty will apply as set forth in (3) following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

- (3) (a) All bills dated as set forth in (2) preceding for service, other than End User Service provided to the customer by the Telephone Company are due 31 days (payment date) after the bill day or by the next bill i.e., same date in the following month as the bill date), whichever is the shortest interval, unless the bill is received less than 20 days prior to that date, in which case the due date shall be no less than 20 days. after the receipt of the bill. Bills are payable in immediately available funds.

If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., holidays as observed by banks of the customer and Telephone Company), payment for such bills will be due from the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

- (b) Further, if any portion of the payment is received by the Telephone Company after the payment date as set forth in (a) preceding, or if any portion of the payment is received by the Telephone Company in funds which are not immediately available to the Telephone Company, then a late payment penalty shall be due to the Telephone Company. The late payment penalty shall be the portion of the payment not received by the payment date times a late factor. The late factory shall be the lesser of:

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

- (i) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the IC actually makes the payment to the Telephone Company, or
- (ii) 0.000590 per day, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Telephone Company.
- (c) Billing Disputes Resolved in Favor of the Telephone Company

Late payment charges will apply to amounts withheld pending settlement of the dispute, Late payment charges are calculated as set forth in (b) preceding except that when the customer disputes the bill on or before the payment date and pays the undisputed amount on or before the payment date, the penalty interest period shall not begin until 10 days following the payment date.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(d) Billing Disputes Resolved in Favor of the Customer

If the customer pays the total billed amount and disputes all part of the amount, the Telephone Company will refund the overpayment. In addition, the Telephone Company will pay penalty interest to the customer if the dispute is not resolved within 10 days following the payment date. The penalty interest period shall begin 10 days following the payment date or on the date the disputed amount was actually paid, whichever is later. The penalty interest period shall end on the date that the Telephone Company actually refunds the overpayment to the customer. The penalty interest rate shall be the lesser of:

- (i) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the first date to and including the last date or the period involved, or
- (ii) 0.000590 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

- (C) The Telephone Company will process adjustments to the access bills resulting from the resolution of disputed claims within 60 days. If the dispute resolution is in favor of the customer, monies will be refunded concurrent with the resolution of the dispute or a credit applied to the current period access bill, at the option of the customer.

The customer will receive penalty interest on disputed amounts for which they have paid at any time up to 3 months following the payment date. The rate will be that set forth in 2.4.1 (B), (3)(b)(II) preceding.

- (D) Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number of days or major fraction of days based on a 30 day month. The Telephone Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of any bill.
- (E) When a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(F) When more than one copy of a customer bill for services provided under the provisions of this tariff is furnished to the customer, an additional charge applies for each additional copy of the bill as set forth in Section 20 following.

2.4.2 Minimum Periods

The minimum period for which services are provided are for which rates and charges are applicable is one month except as otherwise specified. The minimum period for which service is provided and for which rates and charges are applicable for a Specialized Service or Arrangement provided on an individual case basis as set forth in Section 20 following.

The minimum period, except as set forth following, is one month unless a different minimum period is established with the individual case filing. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not, as follows:

- (A) When a service with a one month minimum period is discontinued prior to the expiration of the minimum period, a one month charge will apply at the rate level in effect at the time service is discontinued.
- (B) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, the applicable charge will be the lesser of:
 - (1) the Telephone Company's total nonrecoverable costs less the net salvage value for the discontinued service, or
 - (2) the total monthly charges, at the rate level in effect at the time service is discontinued, for the remainder of the minimum period.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an order for service are set forth in other applicable sections of this tariff.

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer as set forth in Section 6.5.1 following. An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative.

For purposes of administering the following regulations a major fraction shall mean more than half of the incremental credit period using the unit of time in which the service interruption is measured, i.e., 30 seconds, 1 minute, 1 hour. For example, a major fraction for a 30 minute period equals 16 minutes for a 24 hour period equals 12 hours and one minute and for a 5 minute period equals 2 minutes and 31 seconds.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowances for Service Interruptions

(B) When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

- (1) For Special Access Services other than Program Audio and Video Services, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 interruption continues.

The monthly charges used to determine the credit shall be as follows:

- (a) For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., local, channel, channel interface, channel mileage and optional features)
- (b) For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a connecting channel between the Hub and a customer premises and associated channel interface, channel mileage and optional features and functions).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

The monthly charges used to determine the credit shall be as follows:

- (a) For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., local channel, channel interface, channel mileage and optional features)
- (b) For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a connecting channel between the Hub and a customer premises and associated channel interface, channel mileage and optional features and functions).
- (c) For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative.

When the facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., the local channel to the Hub and its associated channel interface, channel mileage and optional features, and functions, including the multiplexer, and the local channels from the Hub and their associated channel interfaces, channel mileage and optional features and functions, including the multiplexer, and the local channels from the Hub and their associated channel interfaces, channel mileage and optional features and functions). When the service which rides a channel of the multiplexed facility is inoperative, the monthly charge optional features and functions that is inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowances for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for each connecting channel and associated channel interface, channel mileage and optional features and functions that is inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
 - (e) For multipoint services, the credit for the monthly or daily charges includes the charges for the distribution amplifier only when the distribution amplifier is inoperative.
 - (f) When two or more interruptions occur during a period of 5 consecutive minutes, such multiple interruptions shall be considered as one interruption.
- (2) For Switched Access Service no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of the applicable monthly rates or minimum monthly usage charge for each period of 24 hours or major fraction thereof that the interruption continues.
- (3) The credit allowance(s) for an interruption or for a series of interruptions shall not exceed the monthly rate and minimum monthly usage charge for the service interrupted in any one monthly billing period.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowances for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

- (4) For certain Special Access services (Digital Data Access, DA1-4; and High Capacity, HC1), any period during which the error performance is below that specified for the service will be considered as an interruption.
- (5) Service interruptions for Specialized Service or Arrangements provided under the provisions of Section 12. following shall be administered in the same manner as those set forth in this section (2.4.4) unless other regulations are specified with the individual case filing.

(C) When a Credit Allowance Does Not Apply

No credit allowance will be made for:

- (1) Interruptions caused by the negligence of the customer.
- (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
- (3) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.
- (4) Interruptions of a service when the customer has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service. Thereafter, a credit allowance as set forth in (B) preceding applies.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowances for Service Interruptions (Cont'd)

(C) When a Credit Allowance Does Not Apply (Cont'd)

No credit allowance will be made for: (Cont'd)

- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction, as set for in the Telephone Company's Local General Services tariff. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement.
- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (7) An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar.

(D) Use of an Alternative Service Provided by the Telephone Company

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the tariffed rates and charges for the alternative service used.

(E) Temporary Surrender of a Service

In certain instances, the customer may be requested by the Telephone Company to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be 1/1440 of the monthly rate for each period of 30 minutes or fraction thereof that the service is surrendered. In no case will the credit allowance exceed the monthly rate for the service surrendered in any one monthly billing period.

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.5 Re-establishment of Service Following Fire, Flood or Other Occurrence

(A) Nonrecurring Charges Do Not Apply

Charges do not apply for the re-establishment of service following a fire, flood or other occurrence attributed to an Act of God provided that:

- (1) The service is of the same type as was provided prior to the fire, flood or other customer.
- (2) The service is for the same customer
- (3) The service is at the same location on the same premises
- (4) The re-establishment of service begins within 60 days after Telephone Company service is available. (The 60 - day period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period).

(B) Nonrecurring Charges Apply

Nonrecurring Charges apply for establishing service at a different location on the same premises or at a different premises pending re-establishment of service at the original location.

2.4.6 Title or Ownership Rights

The payment of rates and charges by Customers for the services offered under the provisions of this tariff does not assign, confer or transfer title or ownership rights to proposals or facilities developed or utilized, respectively, by the Telephone Company in the provision of such services.

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company

- (A) When an Access Service is provided by more than one Telephone Company, the Telephone Companies involved will utilize one of the billing methods as set forth in (1) and (2) following based upon the interconnection arrangements between the Telephone Companies and the availability of measurement capability.

The Telephone Company will notify the customer which of the billing methods will be used. The customer will place the order for the service as set forth in Section 5.2.8 following dependent upon the billing method. The Telephone Company receiving the order from the customer will be responsible for billing the customer.

(1) Single Company Billing:

The Telephone Company receiving the order from the customer, as specified in Section 5.2.8 (A) (1) will arrange, depending upon the service ordered, to provide the service, determine the applicable charges and bill the customer for the entire service in accordance with its Access Services tariff.

(2) Multiple Company (Interconnection Point) Billing:

- (a) Each Telephone Company receiving an order or copy of the order from the customer, as specified in Section 5.2.8(A)(2) following will determine the applicable charges for the portion of the service it provides and bill in accordance with its Access Services tariff as follows:

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Service Provided by More Than One Telephone Company (Cont'd)

(A) (Cont'd)

(2) Multiple Company (Interconnection Point) Billing: (Cont'd)

(a) (Cont'd)

- (i) Determine the appropriate Local Transport or Channel Mileage by computing the number or airline miles between the Telephone Company premises (end office, access tandem or serving wire centers for Switched Access or serving wire centers for Special Access) using the V&H method set forth in Section 6.7.13 and Section 7.3.4 following.
- (ii) Determined the billing percentage (BP), as set forth in EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 4 which represents the portion of the service provided by each Telephone Company;

or

Determine the interconnection point (ICP) factor for each Telephone Company as follows: (a) compute the number of airline miles between each Telephone Company premises, as set forth in (i) preceding, and the interconnection point as set forth in EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 4 using the V&H method; (b) add the mileages between each Telephone Company premises and the interconnection point; (c) divided each of the mileages determined in (a) by the total mileage determined in (b) to compute each Telephone Company's ICP Factor.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(A) (Cont'd)

(2) Multiple Company (Interconnection Point) Billing: (Cont'd)

(a) (Cont'd)

- (iii) When Tandem Switched Transport is provided to a terminating carrier different from a Frontier Telephone ILEC Company, Terminating – Tandem 3rd party rates are applicable otherwise Terminating –Tandem end office rates are applicable. When originating Tandem Switched Transport is provided, Originating rates are applicable. For Feature Groups A, B, C and D Switched Access Services using BP Method, (a) multiply the number of access minutes of use times the number of airline miles, as set forth in (I) preceding, times the BP for each Telephone Company, as set forth in (ii) preceding, times the Local Transport Facility rate; (b) multiply the Local Transport Termination rate times the number of access minutes. (C)

or

For Feature Groups A, B, C and D Switched Access Services using the ICP method, (a) multiply the number of access minutes of use times the number of airline miles, as set forth in (I) preceding, times the ICP factor, as set forth (ii) preceding, for each Telephone Company times the Local Transport Facility rate; (b) multiply the number of access minutes times the Local Transport Termination rate.

The Local Transport Termination rate is applied as set forth in Section 6.1.3(A) following.

- (iv) For Special Access using BP method, multiply the number of airline miles, as set forth in (I) preceding, times the BP for each Telephone Company, as set forth in (ii) preceding, times the Channel Mileage Facility rate. Add the Channel Mileage Termination rate.

or

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd)

(A) (Cont'd)

(2) Multiple Company (Interconnection Point) Billing: (Cont'd)

(a) (Cont'd)

(iv) (Cont'd)

For Special Access using ICP method, multiply the number of airline miles, as set forth in (l) preceding, times the ICP factor for each Telephone Company, as set forth in (ii) preceding, times the Channel Mileage Facility rate. Add the Channel Mileage Termination rate.

(v) For Directory Assistance Service, multiply the Directory Transport rate times the number of directory assistance calls times the BP or the ICP factor for each Telephone Company, as set forth in (ii) preceding.

(vi) When three or more Telephone Companies are involved in providing an Access Service, the intermediate Telephone Company(s) will determine preceding, times the Local Transport Facility rate; (b) multiply the Local Transport Termination rate times the number of access minutes.

or

The Local Transport Termination rate is applied as set forth in Section 6.1.3 (A) following.

(vi) the appropriate charges as set forth in (iii) and (iv) preceding, except the Local Transport Termination or Channel Mileage Termination rate does not apply.

(b) All other appropriate recurring and nonrecurring charges in each Telephone Company's tariff are applicable.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(2) Multiple Company (Interconnection Point) Billing:

(B) Where the customer utilizes FGA Switched Access Service for calls between a Primary Exchange carrier and a Secondary Exchange Carrier within the same Extended Area Service calling area, as set forth in Section 6.7.1(D)(4) following, and/or Feature Group B Switched Access Service for calls between a Primary Exchange Carrier's access tandem and a subtending Secondary Exchange Carrier as set forth in Section 6.7.1(D)(5) following, the secondary Exchange Carrier will apply additional Switched Access Service rates provided the following criteria are met:

-the Primary and Secondary Exchange Carriers are not the same Telephone Company

-the Primary and Secondary Exchange Carriers do not provide service under the same access service tariff,

-the Primary and Secondary Exchange Carriers do not have a revenue sharing arrangement where the Primary Exchange Carrier bills the total cost of access which includes the Secondary Exchange Carrier's cost of access,

-the Primary and Secondary Exchange Carriers do not have a Multiple Company (Interconnection Point) Billing arrangements as set forth in I (A) preceding for subtending end offices of an access tandem.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(B) (Cont'd)

The additional Switched Access Service rates are applied as follows: for FGA Switched Access Service the Secondary Exchange Carrier(s) will apply Switched Access Service Local Transport rates to originating access minutes and End Office rates to both originating and terminating access minutes, as set forth in Section 6.8.1 and Section 6.8.2 following for all such access minutes; for FGB Switched Access Service End Office rates to both originating and terminating access minutes, as set forth in Section 6.8.2 following for all such access minutes.

Such Switched Access Service charges will be in addition to those charges by the Primary Exchange Carrier. The customer will place the order for these services as set forth in Section 5.2.8(B) following.

Where the Primary Exchange Carrier and the Secondary Exchange Carrier do have a revenue sharing arrangement where the Primary Exchange Carrier bills the total cost of access which includes the Secondary Exchange Carrier's cost of access, the Secondary Exchange Carrier is precluded from billing as set forth preceding.

(C) Examples - Switched Access

Example 1 – Originating Switched Access

- Feature Group D Switched access is ordered to End Office.
- Originating End Office and Access Tandem are in the operating territory of a Telephone Company (TC-A).
- Customer Designated Premises is in the operating territory of a Telephone Company (TC-B).
- Assumptions:
 - TC-A Direct Trunk Transport BP = 40%
 - TC-B Direct Trunk Transport BP = 60%
 - Direct Trunked Transport mileage = 26 mi.
 - Tandem Switched Transport mileage = 23 mi.

(C)
|
(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(C) Examples - Switched Access (Cont'd)

Example 1 – Originating Switched Access (Cont'd)

- Telephone Company A charges are:
 - End Office charges = 9,000 min. x EO rate
 - Tandem Switched Transport Facility charge = 9,000 min. x 23 mi. x TSF rate
 - Tandem Switched Transport Termination charge = 2 terminations x 9,000 min. x TST rate
 - Tandem Switching Rate = 9,000 min. x TS rate
 - Direct Trunked Facility charge = 26 mi. x DTF rate x 40%
 - Direct Trunked Termination charge = 1 termination x DTT rate
 - Shared Multiplexing charge = 9,000 min. x 23 mi. x SM rate

Example 2 – Terminating Switched Access – Tandem 3rd Party

- Feature Group D Switched Access is ordered to End Office.
- Terminating Access Tandem is owned by Frontier Telephone ILEC Companies (TC-A) and end office is owned by a non-Frontier Telephone ILEC Company.
- Assumptions:
 - TC-A Direct Trunk Transport BP = 40%
 - TC-B Direct Trunk Transport BP = 60%
 - Direct Trunk Transport mileage = 26 mi.
 - TC-A Tandem Switched Transport BP = 20%
 - TC-B Tandem Switched Transport BP = 80%
 - Tandem Switched Transport mileage = 23 mi.
- Telephone Company A charges are:
 - Tandem Switched Transport Facility-3rd Party charge = 9,000 min. x 23 mi. x TSF-3rd Party rate x 20%
 - Tandem Switched Transport Termination-3rd Party charge = 1 termination x 9,000 min. x TST – 3rd Party rate
 - Tandem Switching-3rd Party Rate = 9,000 min. x TS-3rd Party rate
 - Direct Trunked Facility charge = 26 mi. x DTF rate x 40%
 - Direct Trunked Termination charge = 1 termination x DTT rate
 - Shared Multiplexing 3rd Party Charge = 9,000 min. x 23 mi. x SM-3rd Party rate

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(C) Examples - Switched Access (Cont'd)

Example 3 –Terminating Switched Access Tandem End Office

- Feature Group D Switched Access is ordered to End Office.
- Terminating End Office and Access Tandem are both owned by Frontier Telephone ILEC Companies (TC-A).

- Assumptions:
 - TC-A Direct Trunk Transport BP = 40%
 - TC-B Direct Trunk Transport BP = 60%
 - Direct Trunk Transport mileage = 26 mi.
 - Tandem Switched Transport mileage = 23 mi.

- Telephone Company A charges are:
 - End office Charges = 9,000 min. x EO rate
 - Tandem Switched Facility – End Office charge = 9,000 min. x 23 mi. x TSF-End Office rate.
 - Tandem Switched Transport Termination – End Office charge = 2 terminations x 9.000 min. x TST-End Office rate.
 - Tandem Switching – End Office charge = 9,000 min. x TS-End Office rate
 - Direct Trunked Facility Charge = 26 mi x DTF rate x 40%
 - Direct Trunked Termination charge – 1 termination x DTT rate
 - Shared Multiplexing charge = 9,000 min. x 23 mi. x SM rate

Example 4 –Terminating Switched Access-Tandem 3rd Party

- Feature Group D Switched Access is ordered to End Office.
- Terminating Access Tandem is owned by Frontier Telephone ILEC Companies (TC-A). Terminating End Office is owned by a non-Frontier Telephone ILEC Company.

Assumptions:

- Direct Trunk Transport mileage = 26 mi.
- TC-A Tandem Switched Transport BP = 20%
- TC-B Tandem Switched Transport BP = 80%
- Tandem Switched Transport mileage = 23 mi.

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(C) Examples - Switched Access (Cont'd)

Example 4 –Terminating Switched Access-Tandem 3rd Party (Cont'd)

(C)

- Telephone Company A charges are:
 - Tandem Switched Transport Facility-3rd Party charge = 9,000 min. x 23 mi. x TSF-3rd Party rate x 20%
 - Tandem Switched Transport Termination-3rd Party charge = 1 termination x 9,000 min. x TST – 3rd Party rate
 - Tandem Switching-3rd Party Rate = 9,000 min. x TS-3rd Party rate
 - Direct Trunked Facility charge = 26 mi. x DTF rate
 - Direct Trunked Termination charge = 2 terminations x DTT rate
 - Shared Multiplexing-3rd Party Charge = 9,000 min. x 23 mi. x SM-3rd Party rate

Example 5 – Originating Switched Access Frontier Telephone ILEC Company owns only the End Office.

- Feature Group D Switched Access is ordered to End Office.
- End Office is owned by Frontier Telephone ILEC Companies (TC-A).
- Access Tandem is owned by a non-Frontier Telephone ILEC Company (TC-B)

- Assumptions:
 - Direct Trunk Transport mileage = 26 mi.
 - TC-A Tandem Switched Transport BP = 80%
 - TC-B Tandem Switched Transport BP = 20%
 - Tandem Switched Transport mileage = 23 mi.

- Telephone Company A charges are:
 - End Office Charges = 9,000 min. x EO rate
 - Tandem Switched Transport Facility charge = 9,000 min. x 23 mi. x TSF rate x 80%.
 - Tandem Switched Transport Termination charge = 1 termination x 9,000 min. x TST rate.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.7 Access Services Provided by More Than One Telephone Company (Cont'd)

(C) Examples - Switched Access (Cont'd)

Example 6 – Terminating Switched Access – Tandem 3rd Party

- Feature Group D Switched Access is ordered to End Office.
- End Office is owned by Frontier Telephone ILEC Companies (TC-A).
- Access Tandem is owned by a non-Frontier Telephone ILEC Company (TC-B)

- Telephone Company A charges are:
 - End Office Charges = 9,000 min. x EO rate
 - Tandem Switched Transport Facility-3rd Party charge = 9,000 min. x 23 mi. x TSF-3rd Party rate x 80%.
 - Tandem Switched Transport Termination-3rd Party charge = 1 termination x 9.000 min. x TST-3rd Party rate.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 17-0713-T-T, dated June 7, 2017.

Issued: June 7, 2017

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2017

ACCESS SERVICES

2. General Regulations (Cont'd)

2.5 Connections

2.5.1 General

Equipment and Systems (i.e., terminal equipment, multiline terminating systems and communications systems) may be connected with Switched and Special Access Service furnished by the Telephone Company where such connection is made in accordance with the provisions specified in Technical Reference Publication AS No. 1 and in 2.1 preceding.

2.6 Definitions

Certain terms used herein are defined as follows:

Acceptance (Cooperative) Tests

The term "Acceptance (Cooperative) Tests" denotes those nonchargeable tests which are performed by the Telephone Company in cooperation with the IC at the IC's request at the time service is installed.

Access Area

The term "Access Area" denotes a specific calling area serviced by one or more Central Offices associated with the various Switched Access Services offered under this tariff. The size and configuration of the Access Area a customer obtains is dependent upon the Feature Group type and the specific characteristics of the Central Office or Access Tandem Network in which the connection is made.

Access Code

The term "Access Code" denotes a uniform five or seven digit code assigned by the Telephone Company to an individual customer. The five digit code has the form I0XXX, and the seven digit code has the form 950 - 1/0XXX or 1 + 950 - 1/0XXX

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General

Access Minutes

The term "Access Minutes" denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage. On the originating end of an intrastate call, usage is measure from the time the originating end user's call is delivered by the Telephone Company to and acknowledged as received by the customer's facilities connected with the originating exchange. On the terminating end of an intrastate call, usage is measured from the time the call is received by the end user in the terminating exchange. Timing of usage at both originating and terminating ends of an intrastate call shall terminate when the calling or called party disconnects, whichever event is recognized first in the originating and terminating exchanges, as applicable.

Access Service Request

The term "Access Service Request" (ASR) denotes a document (i.e., order) used by the Telephone Company to process a customer's request for Access Services as offered throughout this tariff.

Access Tandem

The term "Access Tandem" denotes a Telephone Company switching system that provides a concentration and distribution and distribution function for originating or terminating traffic between end offices and a customer's premises.

Answer/Disconnect Supervision

The term "Answer/Disconnect Supervision" denotes the transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the customer's point of termination as an indication that the called party has answered or disconnected.

Annual Underutilization Liability

The term "Annual Underutilization Liability" denotes a per unit amount which may be billed annually if fewer services are in use utilizing specially constructed facilities at filed tariff rates than were originally specially constructed.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Attenuation Distortion

The term "Attenuation Distortion" denotes the difference in loss at specified frequencies relative to the loss at 1004 Hz, unless otherwise specified.

Answer Message

The term "Answer Message" denotes an SS7 message sent in the backward direction to indicate that the call has been answered.

Area of Service

The term "Area of Service" (AOS) rerouting denotes the ability to ensure that 800 call originate from subscribed service areas.

Assumed Minutes of Use

The term "Assumed Minutes of Use" denotes the usage that will be billed each month to IC's for Feature Group A access arrangements served from the Telephone Company serving end offices where actual recorded minutes of use are not available.

Attempt

The term "Attempt" denotes a call in the originating direction from an end user to a CDP which is completed (answered) or not completed (not answered) and a call in the terminating direction from a CDP to a customer which is completed (answered) or not completed (not answered).

Balance (100 Type) Test Line

The term "Balance (100 Type) Test Line" denotes an arrangement in an end office which provides for balance and noise testing.

BHMC

See Busy Hour Minutes of Capacity.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Billed Number Screening

The term "Billed Number Screening" (BNS) denotes the process of utilizing a line information data base to determine billing number acceptance for collect and third number calls and to perform public telephone line number to prevent the alternate billing of calls to public coin telephone lines.

Bit

The term "Bit" denotes the smallest unit of information in the binary system of notation.

Bridging

The term "Bridging" denotes the connection of one or more circuits in parallel with another circuit without interrupting the continuity of the first circuit.

Bridging Wire Center

The term "Bridging Wire Center" denotes the telephone company designated wire center in which bridging is accomplished.

Business Day

The term "Business Day" denotes the times of day that a company is open for business. Business day hours for the Telephone Company may be determined by contacting the business office. The Telephone Company hours may vary based on company policy, union contract or location.

Busy Hour Minutes of Capacity (BHMC)

The term "Busy Hour Minutes of Capacity (BHMC)" denotes the customer specified maximum amount of Switched Access Service access minutes the customer expects to be handled in an end office switch during any hour in an 8:00 A.M. to 11:00 P.M. period for the Feature Group Service ordered.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Busy Season

The term "Busy Season" denotes the four consecutive weeks of the calendar year having the highest daily busiest hour traffic load based on a five day week. Normally the five-day week consists of Monday through Friday. Where weekend traffic is greater than weekday traffic, one or both weekend days may be used as substitute for a weekday as long as a consistent five-day week is maintained for the four consecutive weeks.

Byte

The term "Byte" denotes a sequence or group of eight bits that represents one character.

Call Branding

The term "Call Branding" is the act of providing customer identification, audibly and distinctly, to the caller at the beginning of a Preferred Directory Assistance call.

Call

The term "Call" denotes a customer attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the serving dial tone office.

Carrier or Common Carrier

See Interexchange Carrier.

C-Conditioning

The term "C-Conditioning" denotes a telephone company special treatment of the transmission path in order to control attenuation and envelope delay distortion.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Cellular Mobile Carrier (CMC)

The term "Cellular Mobile Carrier (CMC)" denotes a Common Carrier authorized by the Federal Communications Commission to provide cellular mobile radio telecommunications services.

Central Office

The term "Central Office" denotes a local Telephone Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Central Office Loop Around Test Line

The term "Central Office Loop Around Test Line" denotes equipment in the Telephone Company's end office which provides a means for making two-way transmission tests for Switched Access service. These transmission tests are normally for the measurement of level and noise tests. This arrangement has two terminations, each reached by means of a separate seven digit number.

Central Office Prefix

The term "Central Office Prefix" denotes the first three digits (NXX) of the seven digit telephone number assigned to a customer's Telephone Exchange Service when dialed on a local basis.

Central Automatic Reporting on Trunks (CAROT) Testing

The term "Centralized Automatic Reporting on Trunks Testing" denotes a type of testing which includes the capacity for measuring operational and transmission parameters.

Channel(s)

The term "Channels" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Channel Service Unit

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration, of digital signals, detection and/or correction of signal format error, and remote loop back.

Channelize

The term "Channelize" denotes the process of multiplexing demultiplexing wider bandwidth or higher speed channels into narrow bandwidth or lower speed channels.

Circuit/Channel

The term "Circuit/Channel" denotes an electrical or photonic, in the case of fiber optic based transmission systems, communications path between two or more points of termination.

C-Message Noise

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice circuit. The frequency weighing, called C-message, is used to simulate the frequency characteristics of the 500 type telephone set and the hearing of the average subscriber.

C-Notched Noise

The term "C-Notched Noise" denotes the frequency weighted noise on a voice circuit with a holding tone, which is removed at the measuring end through a notch (very narrow band) filter.

CCS

The term "CCS" denotes a hundred call seconds, which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of serves (e.g., trunks).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Citizens' Service Order Code (CSOC)

A two (2), four (4) or five (5) character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment Citizens's Service Order Codes are used in the Telephone Company billing system to identify recurring rates and nonrecurring charges.

Coin Station

The term "C-Notched Noise" denotes a location where Telephone Company equipment is provided in public or semipublic place where Telephone Company customers can originate telephonic communications and pay the applicable charges by inserting coins into the equipment.

Common Channel Signaling

The term "Common Channel Signaling (CCS)" denotes a high speed packet switch communications network which is separate (out of band) from the public packet switched and message networks. Its purpose is to carry addressed signaling message networks. Its purpose is to carry addressed signaling messages for individual trunk circuits and/or database related services between Signaling Points in the CCS network.

Common Channel Signaling System 7 Network (CCS7)

The term "Common Channel Signaling System 7 Network (CCS7)" denotes a dedicated out-of-band signaling network which utilizes Signaling System 7 (SS7) protocol to provide call handling and data base access services.

Common Line

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the general and/or local exchange service tariffs of the Telephone Company, terminated on a Central office switch. A common line-residence is a line or trunk provided under the residence regulations of the general and/or local exchange service tariffs. A common line-business is a line provided under the business regulations of the general and/or local exchange service tariffs.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Communications System

The term "Communications System" denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Telephone Company.

Confirmed ASR

The term "Confirmed ASR" denotes a customer's ASR for a) Switched Access service which the Telephone Company has processed with the Engineering Department to confirm for the customer and the Telephone Company the availability of facilities and/or equipment, and b) Special Access service for which the Telephone Company confirms to the customer that the established due date can be met. The date the ASR is confirmed, the standard service date interval commences.

Customer(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this tariff, including both Interexchange Carriers (ICS) and End users.

Confirming Design Layout Report Date

The term "Confirming Design Layout Report (CDLR) Date" identifies the date that the Telephone Company is scheduled to receive confirmation that the Design Layout Report provided by the Telephone Company for a confirmed ASR is acceptable.

Customer Designed Premises

The term "Customer Designed Premises" denotes the premises specified by the customer for the provision of Access Service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Conventional Signaling

The term "Conventional Signaling" denotes the inter-machine signaling system which has been traditionally used in North America for the purpose of transmitting the called number's address digits from the originating end office to the switching machine which will terminate the call. In this system, all of the dialed digits are received by the originating switching machine, a path is selected, and the sequence of supervisory signals and outpulsed digits is initiated. No overlap outpulsing, ten-digit ANI, ANI information digits, or acknowledgment wink are included in this signaling sequence.

Customer Message

The term "Customer Message" denotes a completed intrastate call originated by a customer's end user. A customer message begins when answer supervision from the premise of the ordering customer is received by Telephone Company recording equipment indicating that the called party has answered. A message ends when disconnect supervision is received by Telephone Company recording equipment from either the premise of the ordering customer or the customer's end user premise from which the call originated.

D-Conditioning

The term "D-Conditioning" denotes a Telephone Company special treatment of the transmission path in order to control C-notched noise and intermodulation distortion.

Daily Busiest Hour

The term "Daily Busiest Hour" denotes the highest usage hour for each day with reading taken on the clock hour of half hour. The clock hour or half hour selection varies from day to day, depending upon the usage measured. The Daily Busiest Hour is also known as the Bouncing Busy Hour.

Data Transmission (107 Type) Test Line

The term "Data Transmission (107 Type) Test Line" denotes an arrangement which provides for a connection to a signal source which provides test signals for one-way testing of data and voice transmission parameters.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Decibel

The term "Decibel" denotes a unit used to express relative differences in power, usually between acoustic or electric signals, equal to ten (10) times the common logarithm of the ratio of two signal powers.

Decibel Reference Noise C-Message Weighting

The term "Decibel Reference Noise C-Message Weighting" denotes noise power measurements with C-Message Weighting in decibels relative to a reference 1000 Hz tone of 90 dB below 1 milliwatt.

Decibel Reference Noise C-Message Referenced to 0

The term "Decibel Reference Noise C-Message Referenced to 0" denotes noise power in "Decibel Reference Noise C-Message Weighting" referred to or measured at a zero transmission level point.

Detail Billing

The term "Detail Billing" denotes the listing of each message and/or rate element for which charges to a customer are due on a bill prepared by the Telephone Company.

Digital Switch 56 Service

The term "Digital Switch 56 Service" denotes a switched access optional feature available with Feature Group D Access, which provides for data transmission at up to 56 Kilobits per second.

Directory Assistance

The term "Directory Assistance" denotes the provision of telephone numbers by a Telephone Company operator when the operator location is accessed by a customer by dialing NPA + 555-1212 or 555-1212.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Dual Tone Multifrequency Address Signaling

The term "Dual Tone Multifrequency Address Signaling" denotes a type of signaling that is an optional feature of Switched Access Feature Group A. It may be utilized when Feature Group A is being used in the terminating direction (from the point of termination with the customer to the local exchange end office). An office arranged for Dual Tone Multifrequency Signaling would expect to receive address signals from the customer in the form of Dual Tone Multifrequency signals.

Echo Control

The term "Echo Control" denotes the control of reflected signals in a telephone transmission path.

Echo Path Loss

The term "Echo Path Loss" denotes the measure of reflected signal at a 4-wire point of interface without regard to the send and receive Transmission Level Point.

Echo Return Loss

The term "Echo Return Loss" denotes a frequency weighted measure of return loss over the middle of the voiceband (approximately 500 to 2500Hz), where talker echo is most annoying.

Effective 2-Wire

The term "Effective 2-Wire" denotes a condition which permits the simultaneous transmission in both directions over a channel, but it is not possible to insure independent information transmission in both directions. Effective 2-wire channels may be terminated with 2-wire or 4-wire interfaces.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Effective 4-Wire

The term "Effective 4-Wire" denotes a condition which permits the simultaneous independent transmission of information in both directions over a channel. The method of implementing effective 4-wire transmission is at the discretion of the Telephone Company (physical, time domain, frequency-domain separation or echo cancellation techniques). Effective 4-wire channels may be terminated with a 2-wire interface at the customer's premises. However, when terminated 2-wire, simultaneous independent transmission cannot be supported because the two-wire interface combines the transmission paths into a single path.

End Office Switch

The term "End Office Switch" denotes a local Telephone Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to trunks. Included are Remote Switching Modules and Remote Switching Systems served by a host office in a different wire center.

End User

The term "End User" denotes any customer of an intrastate telecommunications service that is not a carrier, except that a carrier shall be deemed to be an "end user" to the extent that such carrier uses a telecommunications service for administrative purposes, and a person or entity that offers telecommunications service exclusively as a reseller shall be deemed to be an "end user" if all resale service exclusively as a reseller shall be deemed to be an "end user" if all resale transmission offered by such reseller originate on the premises of such reseller.

Engineering Review

The term "Engineering Review" denotes the examination of an ASR with a customer requested change to determine if a design change is required. It includes, but is not limited to, the review for possible change requirements in equipment, interfaces, circuit configurations, engineering records, and billing.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Enhanced Service Provider

The term "Enhanced Service Provider" denotes a customer who offers the capability for generating, acquiring, storing, transforming, processing, retrieving, utilizing, or making available information which may be conveyed via telecommunications, except that such service does not include, 1) any use of any such capability for the management, control, or operation of a telecommunications system or the management of a telecommunications system or the management of a telecommunications system, 2) the provision of time, weather, and such other similar audio services that are offered by any Telephone Company.

Entry Switch

See First Point of Switching

Envelop Delay Distortion

The term "Envelope Delay Distortion" denotes a measure of the linearity of the phase versus frequency of a channel.

Equal Level Echo Path Loss

The term "Equal Level Echo Path Loss" (ELEPL) denotes the measure of Echo Path Loss (EPL) at a 4-wire interface which is corrected by the difference between the send and receive Transmission Level Point (TLP). [ELEPL = EPLTLP (sent) + TLP (receive)]

Estimated Cost

The term "Estimated Cost" denotes all estimated costs that will be incurred in providing a specific case of special construction, including any appropriate taxes.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Exchange

The term "Exchange" denotes a unit generally smaller than a local access and transport area, established by the Telephone Company for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. The exchange's local calling area includes any Extended Area Service that is an enlargement of a Telephone Company's exchange calling area to include nearby exchanges. Designated exchanges comprise a given local access and transport area.

Excess Capacity

The term "Excess Capacity" denotes a quantity of services requested by the customer which is greater than that which the Telephone Company would construct to fulfill the customer's ASR.

Exchange Access Signaling

The term "Exchange Access Signaling" denotes the signaling system used by equal access end offices to transmit originating information and address digits to the customer's premises and includes the means of verifying the receipt of these address digits. Features of this system include overlap outpulsing (in suitable equipped end offices), identification of the type of call, identification of the ten-digit telephone number of the calling party, and acknowledgment wink supervisory signals.

Expected Measured Loss

The term "Expected Measured Loss" denotes a calculated loss which specifies the end-to-end 1004Hz loss on a terminated test connection between two readily

Existing Suitable Space

The term "Existing Suitable Space" denotes a space in which ac/dc power, heat and air conditioning, battery and generator back-up power, and other requirements necessary for provision of wire center equipment currently exists.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Exit Message

The term "Exit Message" denotes an SS7 message sent to an end office by the Telephone Company tandem switch to mark the connect time when the Telephone Company's tandem switch sends an Initial Address Message to a customer

Extended Area Service

The term "Extended Area Service (EAS)" denotes an arrangement whereby a customer in one exchange can call a local number in another exchange that is part of the extended area without paying a toll charge.

Facility

The term "Facility" denotes generically the various transmission media used for the transmission of telecommunications service. This included, but is not limited to, cable (copper pair, coaxial and fiber optic) and microwave radio equipment.

Field Identifier

The term "Field Identifier" denotes two to four characters that are used on service orders to convey specific instructions. Field Identifiers may or may not have associated data. Selected Field Identifiers are used in Telephone Company billing systems to generate nonrecurring charges.

Firm Order Confirmation Date

The term "Firm Order Confirmation Date (FOC)" denotes the date that the Telephone Company will provide the schedule of dates for the provisioning activities associated with the customer's request for service.

First Come - First Served

The term "First Come - First Served" denotes a procedure followed by the Telephone Company to process fully completed Access Orders according to the sequence in which they are received.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

First Point of Switching

The term "First Point of Switching" denotes the first Telephone Company location at which switching occurs on the terminating path of a call proceeding from the customer premises to the terminating end office and, at the same time, the last Telephone Company location at which switching occurs on the originating path of a call preceding from the originating end office to the customer premises.

Four-Wire to Two-Wire Conversion

The term "Four-Wire to Two-Wire Conversion" denotes an arrangement which converts a four-wire transmission path to a two-wire entity such as a central office switch trunk circuit or switching system.

Frequency Shift

The term "Frequency Shift" denotes the change in the frequency of a tone as it is transmitted over a channel.

Ground Start Supervisory Signaling

The term "Ground Start Supervisory Signaling" denotes a type of signaling which provides for the application of ground on the tip side at the point of termination (assuming no signaling conversion has been provided by the Telephone Company) as an initial seizure signal before the application of the ringing in the originating direction (towards the customer from the end office).

Grandfathered

The term "Grandfathered" denotes Terminal Equipment, Multiline Terminating Systems and Protective Circuitry directly connected to the facilities utilized to provide services under the provisions of this tariff, and which are considered grandfathered under Part 68 of the F.C.C.'s Rules and Regulations.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Host Office

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

Immediately Available Funds

The term "Immediately Available Funds" denotes a corporate or personal check drawn on a bank account and funds which are available for use by the receiving party on the same day on which they are received and include U.S. Federal Reserve bank wire transfers, U.S. Federal Reserve notes (paper cash), U.S. coins, U.S. Postal Money Orders and New York Certificates of Deposit.

Impedance Balance

The term "Impedance Balance" denotes the method of expressing Echo Return Loss and Signing Return Loss at a 4-wire interface whereby the gains and/or loss of the 4-wire portion of the transmission path, including the hybrid, are not included in the specification.

Impulse Noise

The term "Impulse Noise" denotes any momentary occurrence of the noise on a channel over a specified level threshold. It is evaluated by counting the number of occurrences which exceed the threshold.

Individual Case Basis (ICB)

The term "Individual Case Basis (ICB)" denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

Inserted Connection Loss

The term "Inserted Connection Loss" denotes the 1004Hz power difference (in dB) between the maximum power available at the originating end and the actual power reaching the terminating end through the inserted connection.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Information Service Provider

The term "Information Service Provider" denotes one who offers a capability for generating, acquiring, storing, transforming, processing, retrieving, utilizing, or making available information which may be conveyed via telecommunications, except that such service does not include (1) any use of any such capability for the management, control, or operation of a telecommunications system or the management of a telecommunications service, or (2) provision of time, weather, and such other similar audio services that are offered by the Telephone Company.

Initial Address Message (IAM)

The term "Initial Address Message (IAM)" denotes an SS7 message sent in the forward direction to initiate trunk set up with the busy of an outgoing trunk which carries the information about the trunk along with other information relating to the routing and handling of the call to the next switch.

Initial Liability Period

The term "Initial Liability Period" denotes the initial planning period during which the customer expects to place specially constructed facilities in service.

Installation and Repair Technician

The term "Installation and Repair Technician" denotes a Telephone Company employee who performs installation and/or repair work, including testing and trouble isolation, outside of the Telephone Company Central Office and generally at the customer's designated premises.

Installed Cost

The term "Installed Cost" denotes the total cost by the Telephone Company to provide facilities for the offered services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Interexchange Carrier (IC) or Interexchange Common Carrier

The term "Interexchange Carrier (IC) or Interexchange Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate communication by wire or radio, between two or more exchanges.

Intermodulation Distortion

The term "intermodulation Distortion" denotes a measure of the nonlinearity of a channel. It is measured using four tones and evaluating the ratios (in dB) of the transmitted composite four-tone signal power to the second-order products of the tone (R2), and the third-order products of the tones (R3).

Interstate Communications

The term "Interstate Communications" denotes any communications within a state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

Intrastate Communications

The term "Intrastate Communications" denotes any communications within a state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

Kilosegment

The term "Kilosegment" denotes a unit of packet transmission defined as 64,000 bytes of data; one thousand segments.

Line

The term "Line" denotes a communications path connecting an end office switch with an end user's premises or a CDP for the provision for FGA.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Loop Around Test Line

The term "Loop Around Test Line" denotes an arrangement utilizing Telephone Company central office to provide a means to make certain two-way transmission tests on a manual basis. This arrangement has two central office terminations, each reached by means of separate telephone numbers and does not require any specific customer premises equipment. Equipment subject to this test arrangement is at the discretion of the customer.

Loss Deviation

The term "Loss Deviation" denotes the variation of the actual loss from the designed value.

Message

The term "Message" denotes a "call" as defined preceding.

Maximum Termination Liability

The term "Maximum Termination Liability (MTL)" denotes the maximum amount of money for which the customer is liable in the event all services ordered in a Special Construction case are discontinued before a specific period of time.

Maximum Termination Liability Period

The term "Maximum Termination Liability Period" denotes the length of time the customer is liable for a termination charge in the event specially constructed services are terminated. The MTL period is equal to the average account life of the service provided.

Mid Link

The term "Mid Link" denotes the Special Transport facilities between Hub Wire Centers where the circuit is bridged and/or where switching devices such as loop transfer arrangement are located.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Milliwat (102 Type) Test Line

The term "Milliwat (102 Type) Test Line" denotes an arrangement in an end office which provides a 1004 Hz tone a dBm0 for one-way transmission measurements towards the customer's premises from the Telephone Company end office.

Mobile Telephone Switching Office (MTSO)

The term "Mobile Telephone Switching Office (MTS)" denotes a Cellular Mobile Carrier (CMC) switching facility that is used to originate or terminate calls on the CMC network, or originate or terminate calls between the CMC and the public switched telephone network.

Multicarrier Access Area

The term "Multicarrier Access Area" denotes an EAS for FGA or an area for FGB where services are provided by more than one telephone company in which a customer obtains access to an entire EAS or FGB area by obtaining a FGA or FGB access tandem arrangement that connects its switch with the First Point of Switching of the Primary Exchange Carrier.

National Security Emergency Preparedness (NSEP) Services

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

Net Salvage

The term "Net Salvage" denotes the estimated scrap, sale, or trade-in value, less the estimated cost of removal. Cost of removal includes the costs of demolishing, or otherwise disposing of the material and any other applicable costs. Since the cost of removal may exceed salvage value, net salvage may be negative.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Network Address

The term "Network Address" denotes the alphanumeric character string used to specify the destination of each switched connection made within the network

Network Channel Interface Code

The term "Network Channel Interface Code (NCI)" code is an ordering code that provides an indication of the generic channel type. The NCI code provides the technical characteristics of the interface and describes the physical and electrical characteristics of the special access interact to the customer designated locations.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charge signals), address signaling (e.g., dialing), calling and called number identifications, rate of flow, service selection error control and audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denomination, coin collect and coin return tones) to control the operation of the telecommunications system.

Network Interface

The term "Network Interface" denotes the point of demarcation on the End User's premises at which the Telephone Company's responsibility for the provision of Access Services ends.

Non-Overlap Outpulsing

The term "Non-Overlap Outpulsing" is the feature of the exchange access signaling system which provides initiation of pulsing to the customer's premises after the calling subscriber has completed dialing an originating call.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Nonrecoverable Cost

The term "Nonrecoverable Cost" denotes the cost of specially constructed facilities for which the Telephone Company has no foreseeable use should the customer terminate service.

Nonsynchronous Test Line

The term "Nonsynchronous Test Line" denotes an arrangement in step-by-step end offices which provides operational tests which are not as complete as those provided by the synchronous test lines but can be made more rapidly.

Normal Construction

The term "Normal Construction" denotes all facilities the Telephone Company would normally use to provide service in the absence of a requirement for special construction.

North American Numbering Plan

The term "North American Numbering Plan" denotes a three-digit area (Numbering Plan Area) code and a seven-digit telephone number made up of a three-digit Central Office code plus a four-digit station number.

NSEP Treatment

The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

Octet

The term "Octet" denotes a group of eight binary digits operated up as an entity.

Off-Hook

The term "Off-Hook" denotes the active condition of Switched Access or a Telephone Exchange Service line.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

On-Hook

The term "On-Hook" denotes the idle condition of Switched Access or a Telephone Exchange Service line.

Open Circuit Test Line

The term "Open Circuit Test Line" denotes an arrangement in an end office which provides an ac open circuit termination of a trunk or line by means of an inductor of several Henries.

Operator Services Provider

The intrastate provider of operator services to which an end user placing an operator assisted call is connected.

Operator Services Switching Location (OSSL)

The term "Operator Services Switching Location (OSSL)" denotes a Telephone Company office where Telephone Company equipment processes Operator Services calls to or from a customer designated location in the same LATA.

Originating Direction

The term "Originating Direction" denotes the use of access service for the origination of calls from an End User Premises to an IC Premises.

Originating Point Code

The term "Originating Point Code (OPC)" denotes the identify assigned to each Operator Service System (OSS) location.

Order Interval

The term "Order Interval" denotes the interval between the Schedule Issue Date and the Service Date.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Overlap Outpulsing

The term "Overlap Outpulsing" denotes the feature of the exchange access signaling system which permits initiation of pulsing to the customer's premises before the calling subscriber has completed dialing an originating call.

Pay Telephone

The term "Pay Telephone" denotes Telephone Company provided instruments and related facilities that are available to the general public for public convenience and necessity, including public and semipublic telephones, and coinless telephones.

Permanent Facilities

The term "Permanent Facilities" denotes facilities providing service for one month or more.

Phase Jitter

The term "Phase Jitter" denotes the unwanted phase variations of a signal.

Point of Interface

The term "Point of Interface" denotes a point a of demarcation, at the IC terminal location, between Telephone Company provided and IC provided services.

Point of Termination

The term "Point of Termination" denotes the points of demarcation within a customer-designated premises at which the Telephone Company's responsibility for the provision of Access Service ends.

Premises

The term "Premises" denotes a building or buildings on continuous property (except Railroad Right-of-Way, etc.) not separated by a public highway.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Plant Test Date

The term "Plant Test Date" denotes the date on which installation is completed and the Telephone Company to customer can begin.

Primary Exchange Carrier

The term "Primary Exchange Carrier" denotes the Local Exchange Telephone Company in whose exchange a customer's first point of switching (i.e., dial tone office for FGA, access tandem for FGB) is located.

Prime Service Vendor

The term "Prime Service Vendor" denotes the status of the Telephone Company when contracting directly with the user of TSP service.

Pre-Service Testing

The term "Pre-Service Testing" denotes tests performed on services to assure standard transmission performance/parameters meet specifications prior to acceptance testing.

Protocol

The term "Protocol" denotes a set of rules governing the format to be followed when transmitting information between communicating devices.

Public Pay Telephone

The term "Public Pay Telephone" denotes a switching coin line provided under the Public Telephone Service regulations of the Telephone Company General Exchange and/or Local Exchange Tariffs.

Query

The term "Query" denotes the inquiry to a Telephone Company data base to obtain information, processing instructions or service data.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Recoverable Cost

The term "Recoverable Cost" denotes the cost of specially constructed facilities for which the Telephone Company has a foreseeable reuse, either in place or elsewhere should the customer terminate service.

Remote Switching Modules and/or Remote Switching Systems

The term "Remote Switching Modules and/or Remote Switching Systems" denotes small, remotely controlled electronic end office switches which obtain their call processing capability from an EES-type Host Office. The Remote Switching Modules and/or Remote Switching Systems cannot accommodate direct trunks to an IC.

Return Loss

The term "Return Loss" denotes a measure of the similarity between the two impedances at the junction of two transmission paths. The higher the return loss, the higher the similarity.

Regional Signal Transfer Point (RSTP)

The term "Regional Signal Transfer Point (RSTP)" denotes a Signal Transfer Point (STP) equipped with gateway screening capability. Gateway screening is defined as the examination of designated fields within bound SS7 messages to prevent unauthorized access to, and use of, the Telephone Company's SS7 network by another signaling network.

Regional Signal Transfer Point (RSTP) Port

The term "Regional Signal Transfer Point (RSTP) Port" denotes the physical point of termination and interconnection to the RSTP.

Registered Equipment

The term "Registered Equipment" denotes the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the F.C.C's Rules and Regulations.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Release Message

The term "Release Message" denotes an SS7 Message sent in either direction to indicate that a specific circuit is being released.

Response

The term "Response" denotes a measure of the similarity between the two impedances at the junction of two transmission paths. The higher the return loss, the higher the similarity.

Route Mileage

The term "Route Mileage" denotes the actual Telephone Company provided facility mileage of a transmission circuit.

Scheduled Issue Date

The term "Schedule Issue Date" denotes the date the Telephone Company is scheduled to issue the confirmed ASR to all associated work groups.

Secondary Exchange Carrier

The term "Secondary Exchange Carrier" denotes the Local Exchange Telephone Company in whose exchange a customer's end office is located and where the customer's first point of switching is provided by a Primary Exchange Carrier who is not the same Exchange Carrier as the Secondary Exchange Carrier.

Semi-Public Pay Telephone

The term "Semi-Public Pay Telephone" denotes the switched coin line provided under the Semi-Public Telephone Service regulations of the Telephone Company General and/or Local Tariffs.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Seven Digit Manual Test Line

The term "Seven Digit Manual Test Line" denotes an arrangement which allows the Customer to select balance, milliwatt and synchronous test lines by manually dialing a seven digit number over the associated connection.

Shortage of Facilities or Equipment

The term "Shortage of Facilities or Equipment" denotes a condition which occurs when the Telephone Company does not have appropriate cable, switching capacity, bridging or, multiplexing equipment, etc., necessary to provide the Access Service requested by the customer.

Service Control Point

The term "Service Control Point (SCP)" denotes an SS7 network control interface element between the Telephone Company's SS7 network and one or more data bases.

Service Date

The term "Service Date" denotes the date that the service is to be placed in service. A confirmed ASR is required to establish a service date.

Service Management System

The term "Service Management System (SMS)" denotes the primary 800 service system that interfaces between the regional SCP's and 800 service providers order entry centers and/or systems. The primary function of the SMS is to administer 800 records in the SCPs that involve service provisioning, maintenance network administration and management.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Service Switching Point (SSP)

The term "Service Switching Point (SSP)" denotes a switch which recognizes 800 calls and suspends them in order to query the 800 Service Control Point (SCP) for routing instructions for the 800 call.

Service Termination Arrangement

The term "Service Termination Arrangement" denotes equipment furnished by the Telephone Company which is utilized for the termination of Telephone Company provided Access Service. Such "Service Terminating Arrangement" provides a clearly delineated interface which facilitates the design, isolation, and testing of the Access Service where the service is connected with IC or End User [provided communications systems].

Signal-to-C-Notched Noise Ratio

The term "Signal-to-C-Notched Noise Ratio" denotes the ratio in dB of a test signal to the corresponding C-Notched Noise.

Singing Return Loss

The term "Singing Return Loss" denotes the frequency weighted measure of return loss at the edges of the voiceband (200 to 500 Hz and 2500 to 3200 Hz) where singing (instability) problems are most likely to occur.

Special Order

The term "Special Order" denotes an order for a Billing and Collection Service or an order for a Directory Assistance Service.

Signal Transfer Point (STP)

The term "Signal Transfer Point (STP)" denotes a packet switch which provides access to the Telephone Company's network and performs SS7 message signal routing and screening. The technical interface specifications, transmission specifications, and diversity requirements for interconnecting to the Telephone Company's SS7 network at the STP are as described in Bellcore Technical Reference Publication TR-TSV-000905.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Signal Transfer Point (STP) Port

The term "Signal Transfer Point (STP) Port" denotes the physical point of termination and interconnection to the STP.

Signaling Point (SP)

The term "Signaling Point (SP)" denotes an SS7 network interface element capable of originating and terminating SS7 trunk signaling messages.

Subtending End Office of an Access Tandem

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

Synchronous Test Line

The term "Synchronous Test Line" denotes an arrangement in an end office which performs marginal operational tests of supervisory and ring-tripping functions.

Subcontractor

The term "Subcontractor" denotes the status of the Telephone Company when contracting directly with a Prime Service Vendor to provide TSP to a service user.

Telecommunications Service Priority (TSP) System

The term Telecommunications Service Priority (TSP) is a regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Telecommunications Service Priority (TSP) System (Cont'd)

Under the rules of the TSP System, Telephone Companies are authorized and required to provision and/or restore services with TSP assignments before services without such assignments.

Temporary Facilities

The term "Terminating Facilities" denotes facilities used to provide service to a customer for less than the minimum service period or less than one month, whichever is longer, or to provide service while permanent facilities are being constructed.

Terminating Direction

The term "Terminating Direction" denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period.

Termination Charge

The term "Terminating Charge" denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period.

Termination Liability

The term "Termination Liability" denotes the amount which will be billed if services using specially constructed facilities are terminated prior to the expiration of the Termination Liability Period.

Toll Free Service

A Service that utilizes 800, 888 type arrangements/calls.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Transmission Measuring (105 Type) Test Line/Responder

The term "Transmission Measuring (105) Test Line/Responder" denotes an arrangement in an end office which provides far-end access to a responder and permits two-way loss and noise measurements to be made on trunks from a near end office.

Transmission Path

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant typically used in the telecommunications industry.

Transmission Performance

The term "Transmission Performance" denotes the immediate action limits beyond which the Telephone Company will accept an IC's trouble report and take corrective action.

Trunk

The term "Trunk" denotes a communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

Trunk Group

The term "Trunk Group" denotes a set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

Trunk Side Connection

The term "Trunk Side Connection" denotes the connection of a transmission path to the trunk side of a local exchange switching system.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Two-Wire to Four-Wire Conversion

The term "Two-Wire to Four-Wire Conversion" denotes an arrangement which converts a four-wire transmission path to a two-wire transmission path to allow a four-wire facility to terminate in a two-wire entity (e.g., a central office switch).

Uniform Service Order Code

The term "Uniform Service Order Code" denotes a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Uniform Service Order Codes are used in the Telephone Company billing system to generate recurring rates and nonrecurring charges.

V and H Coordinates Method

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical and horizontal coordinates of the two points.

Virtual Connection

The term "Virtual Connection" denotes a logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

WATS Access Line

The term "WATS Access Line" denotes the special access facility between the end user's end office and the WATS serving office if they are not the same.

WATS Serving Office

The term "WATS Serving Office" denotes a telephone company designated serving wire center where switching, screening and/or recording functions are performed in connection with the closed-end WATS or WATS-type services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

2. General Regulations (Cont'd)

2.6 Definitions (Cont'd)

2.6.1 General (Cont'd)

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

Wire Center Area

The term "Wire Center Area" denotes the geographical area served by a Wire Center through the use of central office switching equipment, cross connection equipment, and subscriber loops.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service

Carrier Common Line charges compensate the Telephone Company for the use of Telephone Company provided common lines by customers for access to end users in furnishing Intrastate Communications.

The Switched Access Service associated with Carrier Common Line Access shall be ordered by the customer in accordance with regulations set forth in Section 6 following.

3.1 General Description

Carrier Common Line Access provides for the use of end users' Telephone Company provided common lines by customers for access to such end users to furnish Intrastate Communications at rates and charges set forth in Section 20 following. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

A Special Access Surcharge will apply to intrastate special access service provided by the Telephone Company to a customer, in accordance with rates and regulations as set forth in Section 7.3 following.

3.2 Access Groups

All line side connections provided in the same access group will be limited to the same features and operating characteristics. All trunk side connections provided in the same access group will be limited to the same features and operating characteristics.

3.3 Limitations

(A) Exclusions

Neither a telephone number nor detail billing are provided with Carrier Common Line access. Additionally, directory listings and intercept arrangements are not included in the rates and charges for Carrier Common Line access.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.3 Limitations (Cont'd)

(B) WATS/WATS-type Access Lines

Where Switched Access Services are connected with Special Access Services at Telephone Company designated WATS Serving Offices for the provision of WATS/WATS-type Services, Switched Access Service minutes which are carried on that end of the service (i.e., originating minutes for outward WATS/WATS-type services and terminating minutes for inward WATS/WATS-type services) shall not be assessed Carrier Common Line per minute charges with the following exception. Carrier Common Line per minute charges shall apply when FGA or FGB Switched Access is ordered from a nonequal access Telephone Company end office or Telephone Company access tandem that does not have measurement capabilities (i.e., cannot create an Automatic Message Accounting record).

3.4 Determination of Usage Subject to Carrier Common Line Charges

Except as set forth herein, all Switched Access Service provided to the customer will be subject to Carrier Common Line charges.

3.4.1 Determination of Jurisdiction

The Switched Access Service provided by the Telephone Company includes the Switched Access Service provided for both interstate and intrastate communications. When the customer reports interstate and intrastate use of Switched Access Service, the associated Carrier Common Line Access used by the customer for intrastate will be determined as set forth in 3.6.4 following.

3.4.2 Case Involving Usage Recording By the Customer

Where Feature Group C end office switching is provided without Telephone Company recording and the customer records minutes of use used to determine Carrier Common Line Access charges (i.e., Feature Group C operator, and calls such as pay telephone sent-paid, operator-DDD, operator-person, collect, credit-card, third number and/or other like calls), the customer shall furnish such minutes of use detail to the Telephone Company in a timely manner. If the customer does not furnish the data, the customer shall identify all Switched Access Services which could carry such calls in order for the Telephone Company to accumulate the minutes of use through the use of special Telephone Company measuring and recording equipment.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.4 Determination of Usage Subject to Carrier Common Line Charges (Cont'd)

3.4.3 Local Exchange Access and Enhanced Services Exemption

Where access to the local exchange is required to provide a customer service (e.g., MTS/WATS-type, telex, Data, etc.) that uses a resold private line service, Switched Access Service Rates and Regulations, as set forth in Section 6 following will apply, except when such access to the local exchange is required for the provision of an enhanced service. Carrier Common Line Access rates and charges as set forth in Section 20 following apply in accordance with the resale rate regulations as set forth in 3.5.2 following.

3.4.4 Common Channel Signaling System 7 (CCS7) Access Service

Carrier Common Line charges do not apply to CCS7 Access Service as described in Section 6.2.5 following.

3.5 Resold Services

3.5.1 Scope

Where the customer is reselling MTS and/or MTS-type service(s) on which the Carrier Common Line and Switched Access charges have been assessed, the customer may, at the option of the customer, obtain Feature Group A, Feature Group B, or Feature Group D Switched Access Service under this tariff as set forth in Section 6 following for originating and/or terminating access in the local exchange. Such access group arrangements whether single lines or trunks or multiline hunt groups or trunk groups will have Carrier Common Line Access charges applied as set forth in Section 20 following in accordance with the resale rate regulations set forth in 3.5.2 following. For purposes of administering this provision:

Resold intrastate terminating MTS and MTS-type service(s) shall include collect calls, third number calls and credit card calls where the reseller pays the underlying carrier's service charges; and shall not include intrastate minutes of use.

Resold intrastate originating MTS and MTS-type service(s) shall not include collect, third number, credit card or intrastate minutes of use.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.2 Customer Obligations Concerning the Resale of MTS/MTS-type Services

When the customer is reselling MTS/MTS-type service, as set forth in 3.5.1 preceding, the customer will be charged Carrier Common Line Access charges in accordance with the resale rate regulations, as set forth in 3.5.4 following, if the customer or the provider of the MTS/MTS-type service furnishes documentation of the MTS/MTS-type usage. Such documentation shall be supplied each month by the customer and shall identify the involved resold MTS/MTS-type services.

The monthly period used to determine the minutes of use for resold MTS/MTS-type service(s) shall be the most recent monthly period for which the customer has received a bill for such resold service(s). This information shall be delivered to the Telephone Company, at a location specified by the Telephone company, no later than 15 days after the bill date shown on the resold MTS/MTS-type service bill. If the required information is not received by the Telephone Company, the previously reported information, as described preceding, will be used for the next two months. For any subsequent month, no allocation or credit will be made until the required documentation has been received by the Telephone Company.

3.5.3 Resale Documentation Provided By the Customer

When the customer utilizes Switched Access Service, as set forth in 3.5.2 preceding, the Telephone Company may request a certified copy of the customer's resold MTS/MTS-type usage billing from either the customer or the provider of the MTS/MTS-type service. Requests for billing will relate back no more than 12 months prior to the current billing period.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services

When the customer is provided an access group to be used in conjunction with the resale of MTS/MTS-type services, as set forth in 3.5.1 preceding, subject to the limitations, as set forth in 3.3 preceding, and the billing entity receives the usage information required, as set forth in 3.5.2 preceding, to calculate the adjustment of Carrier Common Line charges, the customer will be billed, as set forth in (D), (E), or (F) following, depending upon, respectively, whether the usage is from nonequal access offices, equal access offices or a combination of the two.

(A) Apportionment and Adjustment of Resold Minutes of Use

When the customer is provided with more than one access group in a LATA in association with the resale of MTS/MTS-type services, the resold minutes of use will be apportioned as follows:

(1) Originating Services

The Telephone Company will apportion the resold originating MTS/MTS-type services and originating minutes of use for which the resale credit adjustment applies, among the access groups. Such apportionment will be based on the relationship of the originating usage for each access group to the total originating usage for all access groups in the LATA. For purposes of administering this provision:

Resold originating MTS/MTS-type services minutes shall be only those attributable to intrastate originating MTS/MTS-type minutes and shall not include collect, third number, credit card or intrastate minutes of use.

The resale credit adjustment shall apply for resold originating MTS/MTS-type services and minutes of use, provided Carrier Common Line and Switched Access charges have been assessed on such services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services (Cont'd)

(A) Apportionment and Adjustment of Resold Minutes of Use (Cont'd)

(2) Terminating Services

The Telephone Company will apportion the resold terminating MTS/MTS-type services and terminating minutes of use for which the resale credit adjustment applies, among the access groups. Such apportionment will be based on the relationship of the terminating usage for each access group to the total terminating usage for all access groups in the LATA. For purposes of administering this provision:

Resold terminating MTS/MTS-type services minutes shall be only those attributable to intrastate terminating MTS/MTS-type minutes of use (i.e., collect, third number, and credit card) and shall not include intrastate minutes of use or MTS/MTS-type minutes of use paid for by another party.

The resale credit adjustment shall apply for resold terminating MTS/MTS-type services and minutes of use, provided Carrier Common Line and Switched Access charges have been assessed on such services.

(B) Same State/Telephone Company/Exchange Limitation

In order for the rate regulations to apply, as set forth in (D), (E) or (F) following, the access groups and the resold MTS/MTS-type services must be provided in the same state (except when the same extended area service arrangement is provided in two different states by the same Telephone Company) in the same exchange, provided by the same Telephone Company and connected directly or indirectly. For those exchanges that encompass more than one state, the customer shall report the information by state within the exchange.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services (Cont'd)

(C) Direct and Indirect Connections

Each of the access group arrangements used by the customer in association with the resold MTS/MTS-type services must be connected either directly or indirectly to the customer designated premises at which the resold MTS/MTS-type services are terminated. Direct connections are those arrangements where the access groups and resold MTS/MTS-type services are terminated at the same customer designated premises.

Indirect originating connections are those arrangements where the access groups and the resold originating MTS/MTS-type services are physically located at different customer designated premises in the same exchange. Such different customer designated premises are connected by facilities that permit a call to flow from access groups to resold MTS/MTS-type services.

Indirect terminating connections are those arrangements where the access groups and resold terminating MTS/MTS-type services are physically located at different customer designated premises in the same exchange. Such different customer designated premises are connected by facilities that permit a call to flow from resold terminating MTS/MTS-type services to access groups.

(D) Access Groups - Non Equal Access Offices Only

The adjustments as set forth here and in (E) and (F) following will be computed separately for each access group.

When all usage on an access group originates from and/or terminates at end offices that have not been converted to equal access the Nonpremium Access Charge per minute as set forth in Section 20 following will apply. The Access Minutes which will be subject to Carrier Common Line Access charges will be the adjusted originating intrastate access minutes plus the adjusted terminating intrastate access minutes for such access groups.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services (Cont'd)

(D) Access Groups - Non Equal Access Offices Only (Cont'd)

The adjusted originating access minutes will be the originating intrastate access minutes less the reported resold originating MTS and/or MTS-type service minutes of use as set forth in (A)(1) preceding; but not less than zero. The adjusted terminating access minutes will be the terminating intrastate access minutes less the reported resold terminating MTS and/or MTS-type service minutes of use as set forth in (A)(2) preceding; but not less than zero.

(E) Access Groups - Equal Access Offices Only

When all the usage on an access group originates from and/or terminates to end offices that have been converted to equal access, the premium charge per minute, as set forth in (A)(1) will apply. The minutes billed Carrier Common Line charges will be the adjusted originating intrastate access minutes and the adjusted terminating intrastate access minutes for such access groups.

The adjusted originating access minutes will be the originating intrastate access minutes less the reported resold originating MTS/MTS-type service minutes of use, as set forth in (A)(1) preceding, but not less than zero. The adjusted terminating access minutes will be the terminating intrastate access minutes less the reported resold terminating MTS/MTS-type service minutes of use, as set forth in (A)(2) preceding, but not less than zero.

(F) Access Groups - Non Equal Access and Equal Access Offices

When an access group has usage that originates from and/or terminates at both end offices that have been converted to equal access and end offices that have not been converted, both premium and nonpremium per minute charges as set forth in Section 20 following will apply respectively. The minutes billed Carrier Common Line Access Service charges will be the adjusted originating intrastate access minutes plus the adjusted terminating intrastate access minutes for such access groups.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services (Cont'd)

(F) Access Groups - Non Equal Access and Equal Access Offices (Cont'd)

The adjusted originating access minutes will be the originating intrastate access minutes less the reported resold originating MTS and/or MTS-type service minutes of use as set forth in (A)(1) preceding; but not less than zero. The adjusted terminating access minutes will be the terminating intrastate access minutes less the reported resold terminating MTS and/or MTS-type service minutes of use as set forth in (A)(2) preceding; but not less than zero.

The adjusted originating access minutes and the adjusted terminating access minutes will be apportioned between premium and nonpremium access minutes using end-office specific usage data when available, or when usage data are not available, the premium and nonpremium ratios developed as set forth in Section 6.7.1(B) following. The Premium and Nonpremium per minute charges set forth in Section 20 following will apply to the respective premium and nonpremium access minutes determined in this manner.

(G) When the Adjustment Will be Applied to Customer Bills

The adjustment as set forth in (D), (E) and (F) preceding will be made to the involved customer account no later than either the next bill date, or the one subsequent to that, depending on when the usage report is obtained.

(H) Conversion of Billed Usage to Minutes

When the MTS and/or MTS-type usage is shown in hours, the number of hours shall be multiplied by 60 to develop the associated MTS and/or MTS-type minutes of use. If the MTS and/or MTS-type usage is shown in a unit that does not show hours or minutes, the customer shall provide a factor to convert the shown units to minutes.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.5 Resold Services (Cont'd)

3.5.4 Rate Regulations Concerning the Resale of MTS/MTS-type Services (Cont'd)

(I) Percent Interstate Use (PIU)

The adjustment as set forth in (D), (E) and (F) preceding will be made to the involved customer account after making the adjustments to the customer account as set forth in 3.6.4 following (PIU).

3.6 Rate Regulations

3.6.1 Billing and Charges

Carrier Common Line charges will be billed to each Switched Access Service provided under this tariff in accordance with the regulations as set forth in 3.6.5 following except as set forth in 3.5.4 preceding and 3.6.4 following.

3.6.2 Measuring and Recording of Call Detail

When access minutes are used to determine Carrier Common Line charges, they will be accumulated using call detail recorded by Telephone Company equipment except as set forth in 3.6.3 following and Feature Group C operator and automated operator services systems call detail such as pay telephone sent-paid, operator-DDD, operator-person, collect, credit-card, third number and/or other like calls recorded by the customer. The Telephone Company measuring and recording equipment, except as set forth in 3.6.3 following, will be associated with end office or local tandem switching equipment and will record each originating and terminating access minute where answer supervision is received. The accumulated access minutes will be summed on a line by line or trunk by trunk basis, by line group or by end office, whichever type of account is used by the Telephone Company, for each customer and then rounded to the nearest minute.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

3. Carrier Common Line Access Service (Cont'd)

3.6.3 Unmeasured Feature Group A and B Usage

When Carrier Common Line Access is provided in association with Feature Group A or Feature Group B Switched Access Service in Telephone Company offices that are not equipped for measurement capabilities, an assumed average intrastate access minutes will be used to determine Carrier Common Line Access charges. These assumed access minutes are as set forth in Section 6.7.4(A) and Section 20 following.

3.6.4 Percent Interstate Use (PIU)

When the customer reports interstate and intrastate use of in-service Switched Access Service, Carrier Common Line charges will be billed only to interstate Switched Access Service access minutes based on the data reported by the customer as set forth in Section 6.6.4 following except where the Telephone Company is billing according to actual usage by jurisdiction. Interstate Switched Access Service access minutes will, after adjustment as set forth in 3.5.4 preceding, when necessary, be used to determine Carrier Common Line Charges as set forth in 3.6.5 following.

3.6.5 Determination of Charges

After the adjustments, as set forth in 3.5.4 preceding, have been applied, when necessary, to Switched Access Service lines or trunks, charges for the involved customer account will be determined as follows:

- (1) For each carrier, the Switched Access Minutes of Use are totaled at a state level to develop the market share ratio.
- (2) The total number of common lines times the state level market share ratio of minutes of use is utilized to allocate common lines to each carrier.
- (3) The charges for Carrier Common lines allocated to each carrier as determined in (1) and (2) preceding will be adjusted at the end of each month to reflect adjustments for claims made.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service

The Telephone Company will provide End User Access Service to end users who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs and end users which obtain intrastate WATS Service.

4.1 General Description

End User Access provides for the use of an End User Common Line (EUCL) and an intrastate WATS service by an end user.

4.2 Limitations

- (A) A telephone number is not provided with End User Access.
- (B) Detail billing is not provided with End User Access.
- (C) Directory listings are not included with End User Access.
- (D) Intercept arrangements are not included with End User Access.
- (E) Lifeline Assistance plans may reduce or eliminate End User Access Charges to certain qualifying end users. Jurisdictions where such locally approved assistance plans are in effect.

4.3 Provision and Ownership of Telephone Numbers

The customer has no property right to the telephone number assignment or any other call number designation associated with End User Access. The Telephone Company reserves the right to assign, designate or change such numbers, or the Telephone Company serving Central Office prefixes associated with numbers, when reasonably necessary in the conduct of its business.

4.4 Undertaking of the Telephone Company

The Telephone Company will provide use of an End User Access at rates and charges as follows:

- (A) Use of an EUCL by an end user and use of an intrastate WATS Access Line by end users in connection with intrastate Access Services provided under this tariff. Such use will be provided when the end user obtains local exchange service and an intrastate WATS service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.4 Undertaking of the Telephone Company (Cont'd)

- (B) The Telephone Company will be responsible for contacts and arrangements with customers for the billing of End User Access charges.

4.5 Obligations of Radio Common Carriers

When the end user is a Radio Common Carrier (RCC) or provider of paging service, it shall designate whether the local exchange service is provided by the Telephone Company and used as an access line for its services or used as an administrative line.

4.6 Payment Arrangements and Credit Allowances

(A) Minimum Period

The minimum period for which EUCL End User Common Line Service is provided to an end user and for which charges are applicable is the same as that in the general and/or local exchange tariffs for the associated local exchange service.

The minimum period for which intrastate WATS Access Line End User Access is provided to an end user and for which charges are applicable is the same as that for an intrastate WATS Access Line as set forth in the intrastate tariff.

(B) Cancellation of Application

End User Access is canceled when the order for the associated local telephone exchange service or intrastate WATS Access Line is canceled. No cancellation charges apply.

(C) Changes to Orders

When changes are made to orders for the local exchange service or intrastate WATS Access Line associated with End User Access, any necessary changes will be made for End User Access. No charges will apply.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.6 Payment Arrangements and Credit Allowances (Cont'd)

(D) Allowance for Interruptions

When there is an interruption to an EUCL or intrastate WATS Access Line, requested End User Access credit allowances for interruptions will be provided as set forth for credit allowance for interruptions in 2.4.4 preceding.

(E) Temporary Suspension of Service

When an end user temporarily suspends its local exchange service which is associated with EUCL, one-half of the EUCL per month charge will be temporarily suspended for the time period the local exchange service is suspended.

When a customer temporarily suspends, where permitted in the appropriate intrastate tariff, its intrastate WATS Access Line, one-half of the appropriate End User Access per month charge will be temporarily suspended for the time period the intrastate WATS Access Line is suspended.

4.7 Rate Regulations

4.7.1 Who is Billed

(A) EUCL per month charges will be billed to the end user of the associated Local Exchange Service or WATS Service.

(B) For each local exchange service used only as a path for the transmission of Radio Common Carrier (RCC) traffic between the Telephone Company serving wire center and the RCC's radio equipment, End User Access charges do not apply. End User Access Charges will apply to the Radio Common Carrier's local exchange service used for administrative purposes. This shall also include those Radio Common Carriers providing maritime service under Part 81 of the FCC Rules and Regulations.

A Radio Common Carrier is described as a common carrier engaged in the provision of Public Mobile Service, as defined in Part 22 of the FCC Rules and Regulations which is not also in the business of providing land line local exchange telephone service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.7 Rate Regulations (Cont'd)

4.7.1 Who is Billed (Cont'd)

- (C) For each local exchange service provided as Remote Call Forwarding (RCF) residential or business service, under the general and/or local exchange service tariffs, End User Access charges do not apply.
- (D) For business Centrex CO and business Centrex CO-like service lines or trunks, the End User Common Line (EUCL)-Centrex CO rate as following applies to each business line or trunk.

Centrex CO is a service that (1) uses a portion of a Telephone Company switch located at the Telephone Company central office to meet the customer's internal needs and serves as the customer's interface with the local and interexchange networks and (2) links the customer's main stations to the Telephone Company switch with subscriber loops.

Centrex CO-like services are services (e.g., ESSX, Centron, Centraflex, Airport Service, Hotel-Motel Service) that operate in a manner that is the same as Centrex CO and (1) are provided using switches located at Telephone Company central offices and (2) link customer main stations to the Telephone Company switch with subscriber loops.

Centrex CO Dormitory Service is a service to a college or university or school that serves both the university, college or school offices and the students or faculty dormitory (residential) quarters. Residential charges will apply to lines to the student or faculty dormitory (residential) quarters as following. Business charges for lines to the university, college or school offices will apply. Charges shall be based on the number of residence and business lines reported to the Telephone Company by the end user.

- (E) When an end user is provided more than one local business exchange service in a state by the same Telephone Company, other than as specified in (C) and (D) preceding and when a local exchange service is provided as a business multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) Multiline Business Subscribers - Individual line or trunk rate shall apply to each party provided Multiline Business multiparty service, as following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.7 Rate Regulations (Cont'd)

4.7.1 Who is Billed (Cont'd)

- (F) When an end user is provided a single local business exchange service, other than as specified in (C) and (D) preceding and when the local business exchange service is provided as a business multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate shall apply to each party provided single line business multiparty service, as following.
- (G) When an end user is provided more than one local business exchange service in a state, by the same Telephone Company, other than as specified in (C) and (D) preceding, and when a local exchange service is provided as semi-public service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Multiline Business Subscriber - Individual line or trunk rate as following, applies to each such business semi-public local exchange service.
- (H) When an end user is provided a single local business exchange service, other than as specified in (C) and (D) preceding and when the local business exchange service is provided as a semi-public service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate as following, applies to each such business semi-public local exchange service.
- (I) When an end user is provided more than one local business exchange service in a state, by the same Telephone Company, other than as specified in (C) and (D) preceding, and when a local exchange service is provided under the general and/or local exchange service tariffs that is not covered by (E), (F), and (H) preceding, the End User Common Line (EUCL)-Multiline Business Subscriber - Individual line or trunk rate as following, applies to each such Multiline Business individual line or trunk.
- (J) For each intrastate WATS Access Line provided under intrastate tariffs, the End User Common Line (EUCL)-Multiline Business Subscriber - Individual line or trunk rate as following applies.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.7 Rate Regulations (Cont'd)

4.7.1 Who is Billed (Cont'd)

- (K) When an end user is provided a single local business exchange service in a state, other than as specified in (C) and (D) preceding, and when the local business exchange service is provided as a local business exchange service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate as following, applies to each such business individual line or trunk.
- (L) When an end user is provided a local residence exchange service in a state, other than as specified in (C) and (D) preceding and when the local residence exchange service is provided as a multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate shall apply to each party provided residence multiparty service as following.
- (M) When an end user is provided a local residence exchange service in a state, other than as specified in (C) and (D) preceding, and when local residence exchange service is provided as semi-public service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate, as following, applies to each such semi-public local residence exchange service.
- (N) When an end user is provided a local residence exchange service in a state, other than as specified in (C) and (D) preceding, and when the local residence exchange service is provided under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residence and Single Line Business Subscriber - Individual line or trunk rate as following, applies to each such local residence exchange service.
- (O) Common Line Costs for Public Pay Telephones and related facilities that are available to the general public for convenience and necessity are provided for as set forth for Public Pay Telephone in Section 3 preceding. Semi-public Pay Telephone common lines and related facilities are rated as Business Single Line or Business Multiline.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

4. End User Access Service (Cont'd)

4.7 Rate Regulations (Cont'd)

4.7.1 Who is Billed (Cont'd)

(P) Telephone Lifeline Assistance

(i) Without FCC Certification

When an end user is provided a local residence exchange service and the residential local exchange rate for the end user is reduced for end users meeting a state established means test that is subject to verification, the applicable EUCL Residence - Individual line or trunk rate as set forth in Section 20 following, shall be reduced by 50 percent, if the local exchange rate reduction is an equivalent amount as provided for in Paragraph 69.104(j) of Part 69 of the FCC Rules and Regulations.

(ii) With FCC Certification

When an end user is provided a local residence exchange service and the residential local exchange rate is reduced for end users eligible for a telephone lifeline assistance plan requiring verification and approval by the FCC as provided for in Paragraph 69.104(k) of Part 69 of the FCC Rules and Regulations, the EUCL Residence - Individual line or trunk rate as set forth in Section 20 following shall be reduced. The End User Common Line charge shall be reduced for a single telephone line to the household's principal residence to the extent of the state assistance, equals or exceeds the residential End User Common Line charge.

Approved jurisdictions for the lifeline assistance plans implemented as provided for in Paragraph 69.104(k) of Part 69 of the FCC Rules and Regulations.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

5. Access Ordering

5.1 General

This section sets forth the regulations and order related charges for Access Orders for Switched and Special Access Services. These charges are in addition to other applicable charges as set forth in other sections of this tariff.

An Access Order is an order to provide the customer with Switched Access Service or Special Access Service or to provide changes to existing services.

The regulations, rates, and charges for Special Construction as set forth in Section 10 are in addition to the regulations, rates, and charges specified in this section.

5.1.1 Ordering Conditions

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide all information necessary for the Telephone Company to provide and bill for the requested service. In addition to the order information required in 5.2 following, the customer must also provide:

- Customer name and premises address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

Orders for Feature Group A Switched Access Service shall be in lines.

Orders for Feature Group B, C, and D Switched Access Service shall be in trunks.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.1 General (Cont'd)

5.1.2 Provision of Other Services

- (A) Testing Service, Additional Labor, Restoration Priority and Special Facilities Routing shall be ordered with an Access Order or as set forth in (B) following. The rates and charges for these services, as set forth in other sections of this tariff, will apply in addition to the ordering charges set forth in this section and the rates and charges for the Access Service with which they are associated.
- (B) With the agreement of the Telephone Company, the items listed in (A) preceding may subsequently be added to the order at any time, up to and including the service date for the Access Service. When added subsequently, charges for a design change as set forth in 5.2.2(C) following will apply when an engineering review is required.
- (C) Additional Engineering is not an ordering option but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in Section 9.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

The regulations, rates and charges for Additional Engineering are as set forth in Section 9.1 following and are in addition to the regulations, rates and charges specified in this section.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order

An Access Order is used by the Telephone Company to provide a customer Access Service as follows:

- Switched Access Services as set forth in Section 6 following;
- Special Access Services as set forth in Section 7 following; and
- Other Services as set forth in 5.1.2 preceding.

When placing an order for Access Service, the customer shall provide, at a minimum, the following information:

- For Feature Group A Switched Access Service, the customer shall specify the number of lines and the first point of switching (i.e., dial tone office), the Local Transport options and Local Switching options desired. In addition, the customer shall specify whether the off-hook supervisory signaling is provided by the customer's equipment before the called party answers or is forwarded by the customer's equipment when the called party answers. The customer shall also specify which lines are to be arranged in multiline hunt group arrangements and which lines are to be provided as single lines.
- For Feature Group B Switched Access Service, the customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and Local Transport options and Local Switching options desired. The customer shall also specify for terminating only access minutes, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks.
- For Feature Group C and D Switched Access Service, the customer shall specify the number of busy hour minutes of capacity (BHMC) from the customer designated premises to the end office by Feature Group and by type of BHMC. This information is used to determine the number of transmission paths as set forth in Section 6.5.5 following. The customer shall also provide the number of BHMC or trunks (for customers other than providers of MTS or WATS) required for or to be converted to an SS7 Signaling capability. The customer then specifies the Local Transport and Local Switching options.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

- Customers other than AT&T may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an entry switch. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements.
- The WATS Access Line optional Feature may be ordered separately by a customer other than the customer which orders the FGC or FGD Switched Access Service. However, such WATS Access Lines must be ordered for use with FGC or FGD Switched Access Service. For the WATS Access Line optional feature, the customer shall specify the customer designated premises at which the WATS Access Line terminates, the type of line (i.e., two-wire or four-wire), the type of calling (i.e., originating or terminating) and the type of Supervisory Signaling. When the necessary screening functions are not provided at the wire center which serves the customer designated originating or terminating premises, the Telephone Company will use the nearest wire center premises where the screening capacity exists.
- For all Special Access Services, the customer must specify the customer designated premises or hubs involved, the type of service (e.g., Voice Grade, High Capacity, etc.), the channel interface, technical specification package and options desired. For multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

- The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 PM, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10 - 11 AM hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.
- Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in Section 7.3 following the customer shall furnish with the order the certification as set forth in Section 7.3.3 following.
- When Feature Group C or D is ordered with the SS7 optional feature, the customer shall specify a reference to existing signaling connections or reference a related SS7 signaling connection order. When ordering SS7 signaling, the customer shall provide the Signaling Transfer Point Codes. In addition, the customer shall work cooperatively with the Telephone Company to determine the number of SS7 signaling connections required to handle its signaling traffic.
- For Toll Free Data Base Access Service, as described in Section 6.3.5 following, the customer must order FGC or FGD to those access tandems or end offices designated as Service Switching Points (SSP) of Toll Free Data Base Service in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF FCC NO. 4, and WIRE CENTER INFORMATION. Direct trunk routes can only be provided from end offices equipped to query centralized data bases. All traffic originating from end offices not equipped to provide SS7 signaling and routing require routing via an access tandem where SSP functionality is available.

5.2.1 Access Order Service Date

- (A) The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the following conditions:

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.1 Access Order Service Date (Cont'd)

- (1) The Telephone Company shall make available to all customers upon request a schedule of applicable service dates for Switched and Special Access Services. The schedule shall specify the applicable service date for services and the quantities of services that can be provided in the applicable service date.

The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

All part-time Video and Program Audio services are subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in Section 9.2 following.

5.2.2 Access Order Modifications

The customer may request a modification of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order modification, the Telephone Company will schedule a new service date. All charges for Access Order modifications will apply on a per occurrence basis.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity or CCS/SS7 Port Terminations will be treated as a new Access Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

(A) Service Date Change Charge

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following apply. Such charges will apply in addition to the Service Date Change Charge.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(A) Service Date Change Charge (Cont'd)

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in 5.2.3 following. A new Access Order with the new service date will be issued. The Service Date Change Charge will not apply.

If the service date is changed due to a Design Change as set forth in (C) following, the Service Date Change Charge will apply.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge.

(B) Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels or Switched Access Service lines, trunks or busy hour minutes of capacity or CCS/SS7 Port Terminations will be treated as a partial cancellation and the charges as set forth in 5.2.3(B) following will apply.

(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises, end office switch, Feature Group type or Special Access Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(C) Design Change Charge (Cont'd)

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge will apply in addition to the charge for Additional Engineering as set forth in Section 9.1.1 following. If a change of service date is required, the Service Date Change Charge as set forth in (A) preceding will also apply.

The Design Change Charge will apply on a per order per occurrence basis for each order requiring a design change. The applicable charge can be found in Section 20 following.

(D) Expedited Order Charge

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. A customer may also request an earlier service date on a pending Access Order. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in Section 9.2 following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in Section 10.

When an expedited service date is missed, the Expedited Order Charge will apply unless the missed service date is caused by the Telephone Company.

The Expedited Order Charge will apply to all services found in the tariff unless otherwise specified. This charge will be applied when the customer requests a service date that is prior to the standard service date interval on an Access Order, or when a customer requests an earlier service date on a pending Access Order.

(C)
—
(C)

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

(D) Expedited Order Charge (Cont'd)

The Expedited Order Charge, as set forth below, will apply on a per order basis for each day the service date is advanced.

Expedited Order Charge
per order, per day advanced \$300.00

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in (A) preceding also applies.

(C)

(C)

5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled, and charges set forth in (B) following will apply, or
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Installation of Switched or Special Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order (Cont'd)

(B) (Cont'd)

(3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

(a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such charge is determined as detailed in (4) following.

(b) The charge for the minimum period of Switched or Special Access Service ordered by the customer.

(4) Charges applicable as specified in (3)(a) preceding include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs.

(C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

(D) If the Telephone Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotion), the customer may cancel the Access Order without incurring cancellation charges.

5.2.4 Selection of Facilities for Access Orders

(A) When there are High Capacity facilities to a hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Switched or Special Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the customer request.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.4 Selection of Facilities for Access Orders (Cont'd)

- (B) For all other Access Orders, the option to request a specific transmission path or channel is not provided except as provided for under Special Facilities Routing as set forth in Section 12 following.

5.2.5 Minimum Period

- (A) Except as set forth in (B) and Section 9 following, the minimum period for which Access Service is provided and for which charges are applicable, is one month.
- (B) The minimum period for part-time Video and Program Audio Special Access Services is one day even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.).

5.2.6 Minimum Period Charges

When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly rates for the capacity as set forth in Section 6.7.4 following.
- (B) For Special Access Service, the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel type as set forth in Section 7.4 through Section 7.8 following.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.7 Shared Use Facilities

Shared Use (i.e., Switched and Special Access Services provided over the same High Capacity facilities) is allowed. Shared use facilities to a hub will be ordered and provided as Special Access Service. While shared use is allowed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

5.2.8 Access Orders for Services Provided by More Than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of the Local Transport, Directory Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in Section 2.4 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

(A) Single Company Billing

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in Section 2.4 preceding. The customer will place the order with the Telephone Company as follows:

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Access Orders for Services Provided by More Than One Telephone Company
(Cont'd)

(A) Single Company Billing (Cont'd)

- (1) For Switched Access Services the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is:

- FGA - dial tone office
- FGB - access tandem or end office
- FGC - end office
- FGD - end office or access tandem
(customers other than AT&T)

When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located.

- (2) For Special Access Services without the use of a hub, the customer will place the order with the Telephone Company in whose territory the customer designated premises is located.
- (3) For Special Access Services with a hub, the customer will place the order with the Telephone Company in whose territory the hub is located.
- (4) For Directory Assistance Service, the customer will place the order with the Telephone Company in whose territory the Directory Assistance Location is located.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Access Orders for Services Provided by More Than One Telephone Company

(A) (Cont'd)

(B) Multiple Company (Interconnection Point) Billing

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) (IP) with the other Telephone Company(s). The interconnection point(s) and Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in the NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 4 or equivalent, intrastate data. Each Telephone Company will bill the customer for its portion of the service as set forth in Section 2.4 preceding. All other appropriate charges in each Telephone Company tariff are applicable.

- (1) For Feature Group A and B Switched Access Services, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA - dial tone office, FGB - access tandem or end office).
- (2) For Feature Group C and D Switched Access Services, the customer must place an order with the Telephone Company in whose territory the end office is located. Customers other than AT&T may, at their option, order FGD to the access tandem, provided such service is available.
- (3) When a WATS Access Line option is ordered where the WATS screening office and the end user customer end office are not coterminous, the Telephone Company in whose territory the end office is located must receive the order from the customer. In addition, the Telephone Company in whose territory the WATS screening office is located must also receive a copy of the order from the customer.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.2 Access Order (Cont'd)

5.2.8 Access Orders for Services Provided by More Than One Telephone Company (Cont'd)

(A) (Cont'd)

(B) Multiple Company (Interconnection Point) Billing (Cont'd)

- (4) Except for Special Access Service provided with the use of a hub, the customer may place the order for a Special Access Service with either Exchange Telephone Company.
- (5) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company in whose territory the hub(s) is located.
- (6) For Directory Assistance Service, the customer must place an order with the Telephone Company in whose territory the Directory Assistance Location is located.

For the service(s) ordered as set forth preceding, the customer must also supply a copy of the order to the Telephone Company in whose operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service.

5.3 Equal Access Conversions

When an office is scheduled to be converted to equal access, the IC must submit an Access Service Request for FGD service no later than 120 days prior to the end office equal access conversion date in order for the IC to participate in the presubscription process as described in Section 9.3.3, ICs wishing to participate in pay telephone balloting must specify if the carrier will handle 0 + traffic only, both 0 + and 1 + traffic, or 0 + with 1 + traffic being handled by a secondary service provider. When 1 + coin traffic is handled by a secondary service provider, the participating IC must identify the secondary service provider.

Customers may request existing FGA or FGB services be converted to FGD upon the conversion of an office to equal access. Changes in Feature Group types are provided as set forth in Section 6.7.1(A) following.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.3 Equal Access Conversions (Cont'd)

(A) Feature Group D Facilities Shortages

In the event a shortage of FGD resources exists, the Telephone Company will make every reasonable effort to meet all Access Services Requests as of the equal access conversion date. In the event these efforts are unsuccessful, the Telephone Company will notify all ICs requesting FGD service that a shortage of facilities exists and allocation of available facilities among participating ICs is necessary.

The available resources are determined by the Telephone Company and represent the equipment and facility quantities necessary to provide FGD service, excluding intraLATA FGC and intraLATA FGC terminating resources currently in service. If the intraLATA FGC trunks are arranged to carry two-way traffic, one-half will be considered available resources.

FGD resources are allocated to each IC based on the percent of end users that are presubscribed to that IC as counted thirty (30) days prior to the conversion date.

For example, if ten percent (10%) of end users in an end office, or a group of end offices served by a common access tandem, scheduled to be converted to equal access are presubscribed to a particular IC, ten percent (10%) of the total available FGD services will be allocated to that IC.

- (1) The quantity of resources in service for each IC as determined by the allocation process will be adjusted on the basis of actual usage and blocking measurements. Actual usage adjustments will be made ninety (90) days after conversion to equal access. If necessary, this reallocation process will continue at three month intervals until all initial service requests have been met.

ACCESS SERVICES

5. Access Ordering (Cont'd)

5.3 Equal Access Conversions (Cont'd)

(B) Operator Services

Operator Services, as described in Section 6.3.7 following, are provided to all customers via Feature Group D Switched Access Service calls associated with end offices converted to equal access. Operator Services are provided for calls associated with end offices not converted to equal access via Feature Group C Switched Access Services to AT&T only. Operator Service customers must order, if none exists, sufficient Switched Access trunking facilities between their premises and the Telephone Company designated Operator Service switching locations in accordance with the ordering requirements set forth in 5.1 and 5.2 preceding. At the option of the customer, Operator Transfer and Inward Operator Assistance traffic may be combined on the same trunk group. Operator Service switching locations, in which Operator Services are available, are identified in National Exchange Carrier Association Tariff FCC No. 4. Rates and charges applicable to the provision of Operator Service functions are set forth in Section 20 following.

ACCESS SERVICES

6. Switched Access Service

6.1 General

Switched Access Service, which is available to customers for their use in furnishing their services to end users, provides a communication path between a customer's premises and an end user's premises. It provides for the use of common terminating, switching and trunking facilities and common subscriber plant of the Telephone Company. Switched Access Service provides for the ability to originate calls from an end user's premises to a customer's premises, and to terminate calls from a customer's premises to an end user's premises in the LATA where it is provided. Specific references to material describing the elements of Switched Access Service are provided in 6.2.

Switched Access services, when used to provide Signaling for Tandem Switching may be connected to a customer's access tandem via Direct-Trunked Transport from the end office(s) to the customer's serving wire center or to a customer's transmission equipment and facilities using a DS1 or DS3 Cross Connect arrangement where the customer is provided Expanded Interconnection Service as described in Section 16. Signaling for Tandem Switching is available with FGD Switched Access, 500 or 900 Access Service and can only be provided from equal access end offices. Signaling for Tandem Switching is not available via a Telephone Company access tandem.

The provision of each Feature Group requires Local Transport facilities, including an Entrance Facility where required, and the appropriate End Office functions. In addition, Special Access Service may, at the option of the customer, be connected with Feature Groups A, B, C, or D at Telephone Company designated WATS Serving Offices.

There are three specific transmission specifications (i.e., Types A, B and C) that have been identified for the provision of Feature Groups. The technical specifications for the Entrance Facility and Direct Trunked Transport are the same as those set forth in Section 7, following, for Voice Grade and High Capacity services. The specifications provided are dependent on the Interface Group and the routing of the service, i.e., whether the service is routed directly to the end office or via a Telephone Company access tandem. The parameters for the transmission specifications are set forth in Section 11.1 following.

Rates and charges for Common or Dedicated Switched Access Service depend generally on the specific Feature Group ordered by the customer, e.g., for MTS or WATS services or MTS/WATS equivalent services or Customer Identification Function for 800 Access Service.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.1 General (Cont'd)

Rates and charges for Switched Access Service and query charges including Entrance Facilities are set forth in Section 20 following. The application of rates for Switched Access Service is described in 6.7 following.

The Telephone Company, to the extent that such services are or can be made available with reasonable effort, and after provision has been made for the Telephone Company's telephone exchange services, will provide to the customer upon reasonable notice service offered in this section of this tariff at rates and charges specified therein.

6.2 Rate Categories

There are three rate categories which apply to Switched Access Service:

- Local Transport
- Entrance Facility
- Direct Trunked Transport
- Tandem Switched Transport
- Transitional Interconnection Charge
- Multiplexing
- End Office Shared Trunk Port
- End Office Dedicated Trunk Port
- Access Tandem Trunk Port
- Shared Multiplexing

- End Office Local Switching
- Local Switching
- Information Surcharge
- 800/888 Data Base Query Service

- Common Line (described in Section 3 preceding)

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

Rates are applied either as premium rates or nonpremium rates. Nonpremium rates are discounted access minute rates for measured or assumed access minutes. The specific application of these rates for a customer is dependent upon the Switched Access Service and the availability of equal access capabilities in the end office to which the service is provided.

The following rules provided the basis for applying the rates and charges:

Premium rates apply to all FGC and FGD access minutes, 800/888 and 900 Access Service access minutes that originate from end offices equipped with equal access (i.e., FGD) capabilities, and all originating and terminating access minutes where the service is provided to AT&T.

Premium rates also apply to FGA and FGB access minutes that originate from or terminate at end offices or entry switches equipped with equal access (i.e., FGD) capabilities, except those end offices subtending a centralized equal access tandem where the use of a 10XXX access code is not available.

When an end office is converted to an equal access end office, the FGA and FGB customers will have the choice of converting existing services to equal access (i.e., Feature Group D) at no charge, as set forth in 6.7.1 following or retaining the existing services. Premium rates will apply to the total access minutes beginning on the actual conversion date, whether the customer chooses to convert to FGD or retain existing services. Existing FGC service must be converted to FGD service when an end office is converted to equal access.

Nonpremium usage rates apply to all FGA or FGB access minutes (measured or assumed) and all 800/888 Access Service and 900 Access Service access minutes that originate from or terminate at end offices not equipped with equal access capabilities. Nonpremium rates also apply to all FGA and FGB access minutes originating from or terminating to an end office subtending a centralized equal access tandem where the use of a 10XXX access code is not available.

Where originating and/or terminating measurement, capability does not exist for FGA or FGB provided to an entry switch, the number of access minutes that will be assumed are as set forth in 6.7.4 following.

(C)

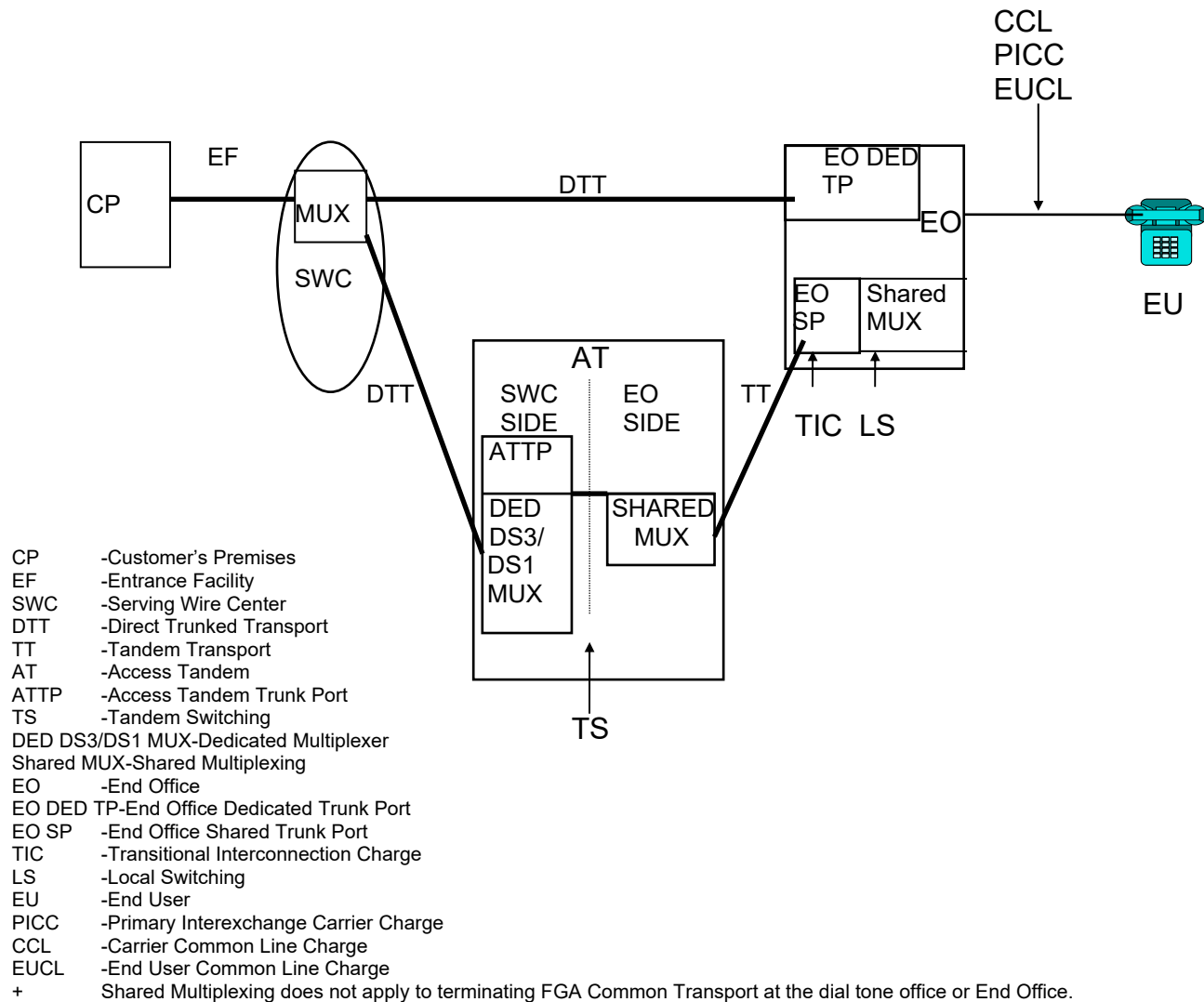
(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

The following diagram depicts a generic view of the components of Switched Access Service and the manner in which the components are combined to provide a complete Access Service.



(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
 Frontier Communications
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description

Local Transport provides the transmission of Switched Access communications between the customer's premises and the originating or terminating end office switch(es) in the Access Area with one exception. Local Transport associated with FGA 1+ terminating traffic provides for the transmission of Switched Access outside the Access Area, however, within the LATA. Local Transport is comprised of the following rate elements; an Entrance Facility Rate, a Dedicated Transport Rate, a Tandem-Switched Transport Rate and an Interconnection Rate. A Dedicated Switched Access Transport Rate is associated with CCS7 Access Service. Where Local Transport rates are applied on a distance sensitive basis, airline mileage is calculated in accordance with the V&H coordinate method as set forth in NECA Traffic FCC No. 4. If the calculated miles result in a fraction, the value is rounded up to the next full mile.

Local Transport is a two-way voice frequency transmission path composed of facilities and equipment determined by the Telephone Company. This transmission path permits the transport of calls in the originating direction (from the end user end office switch to the customer's premises to the end office switch), but not simultaneously. This transmission path may be comprised of any form or configuration of plant and equipment capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

The Telephone Company will work cooperatively with the customer in determining (1) whether the service is to be directly routed to an end office switch or through a Telephone Company access tandem switch, and (2) the directionality of the service.

Where the Telephone Company elects to provide equal access via a centralized equal access tandem arrangement, the Telephone Company will designate the serving wire center. These locations are listed in Section 14 following. Direct Trunked Transport is not provided to centralized equal access end offices and is not provided to those Telephone Company end offices that are not capable of measuring switched access minutes of use.

For Dedicated Transport used to provide Signaling for Tandem Switching, the number of Switched Transport transmission paths provided between the customer's access tandem and serving wire center is determined by the customer's order. If ordered in BHMC, the Telephone Company will determine the number of trunks using standard traffic engineering methods. When Dedicated Transport is ordered to a customer's access tandem, facilities between the serving wire center of the CDP and the customer's access tandem will be determined by the customer's order.

Switched Transport is provided at the rates and charges set forth in Section 20 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(A) Entrance Facility

The Entrance Facility recovers a portion of the costs associated with the communications path between a customer designated premises and the serving wire center of that premises. Included as part of the Entrance Facility is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the access service is to be connected at the customer designated premises and the type of signaling capability, if any.

Three types of Entrance Facility are available: (1) Voice Grade 2 or 4 wire (an analog channel with an approximate bandwidth of 300 to 3000 Hz), (2) High Capacity DS1 (an isochronous serial digital channel with a rate of 1.544 Mbps) and (3) High Capacity DS3 (an isochronous serial digital channel with a rate of 44.736 Mbps). The minimum period for which a DS3 Entrance Facility is provided is twelve months.

One charge applies for each Entrance Facility that is terminated at a customer designated premises. This charge as set forth in Section 20 following will apply even if the customer designated premises and the serving wire center are collocated in a Telephone Company building.

At customer request, their Local Transport may be connected to the Entrance Facility of another customer, providing the other customer submits a Letter of Authorization for this connection and assumes full responsibility for the cost of the Entrance Facility.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(B) Dedicated Transport

The Dedicated Transport Rates are assessed upon customers for the use of Voice Grade, DS1 and DS3 high capacity transport facilities dedicated to a single customer between a serving wire center and end office (including host end offices and end offices used to provide Signaling for Tandem Switching), between a serving wire center and a Telephone Company Hub for multiplexing purposes, between a Telephone Company Hub and an end office, between two Telephone Company Hubs, or between a serving wire center and a Telephone Company access tandem. The Dedicated Transport Rate is flat-rated and has both distance-sensitive and nondistance-sensitive components. Dedicated Transport is not provided to centralized equal access end offices and end offices not capable of measuring switched access usage. Centralized Access end offices and those offices not capable of measuring switched access usage are specified in NECA Tariff FCC No. 4.

- (1) The Dedicated Transport Mileage rate is applied on a monthly airline mile basis.

To determine the Dedicated Transport airline mileage, the distance will be measured from the wire center that serves the customer's premises to the Telephone Company access tandem, end office, WSO (for WATS and WATS-type), or the end office that served as the host for a remote office.

For traffic originating from or terminating to a remote office, the mileage will be calculated separately from the end office switch that serves as the host to the remote using the V&H coordinates method. The Dedicated Transport Mileage Rate applies from the customer's serving wire center to the end office that serves as the host office. Traffic originating from and/or terminating to the remote will be billed Tandem-Switched Termination and Facility charges. The Tandem-Switching Charge is not applicable for traffic between the end office that serves as the host to the remote office.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(B) Dedicated Transport (Cont'd)

(1) (Cont'd)

When Telephone Company Hubs are involved, mileage is computed and rates applied separately for each section of the Direct Trunked Transport, i.e., customer serving wire center to Hub, Hub to Hub, Hub to Tandem or Hub to end office.

- (2) The Dedicated Transport –Termination Rate is applied once per termination and is also applied when the end user and customer designated premises are served by a common serving wire center. The termination rate does not apply when the Telephone Company provides only an intermediate portion of a mileage facility and no mileage facility terminations. The Dedicated Transport rate is flat-rated and has both distance sensitive and non-distance sensitive components.

There are two fixed rate components: the termination which recovers costs of circuit equipment at the ends of the transmission links and the trunk port component which recovers costs of the trunk ports.

- (3) Dedicated trunk ports are applicable to the purchase of dedicated trunks terminated by that port at the End Office or Access Tandem. The End Office Dedicated Trunk Port provides for the termination of a Dedicated Trunk at the end office. The Access Tandem Trunk Port provides for the termination of a dedicated trunk at the serving wire center side of the Access Tandem. These dedicated trunk ports are assessed a flat rated charge based on the type of termination or the type of dedicated transport the customer purchases.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(B) Dedicated Transport (Cont'd)

(3) (Cont'd)

Dedicated End Office Port is billed as originating and terminating based on a Percent Originating Usage (POU) factor of 50%.

Originating Calculation = $PIU \times Originating\ Rate \times Quantity \times POU$

Terminating Calculation = $PIU \times Terminating\ Rate \times Quantity \times (100-POU)$

The Access Tandem Trunk Port is billed as a single rate element that does not distinguish between originating and terminating usage.

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 14-0966-T-T dated June 16, 2014.

Issued: May 30, 2014

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2014

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(C) Tandem-Switched Transport

The Tandem-Switched Transport Rate is assessed upon customers for the use of transport between an end office and a Telephone Company access tandem. The Tandem-Switched Transport Rate may also be assessed for transport between a host end office and a remote end office. Dedicated transport consists of circuits dedicated to the use of a single customer from the serving wire center to the Telephone Company's access tandem and Tandem Switched Transport consists of circuits used in common by multiple customers from the Telephone Company's access tandem to an end office. When Tandem Switched Transport to a terminating carrier's end office, and not an end office owned by a Frontier Telephone ILEC Company, the Terminating Tandem 3rd Party and Dedicated Trunk Port rates are applicable. The Tandem-Switched Transport Rate includes four sub-elements, a Tandem-Switched Transport – Facility, a Tandem-Switched Transport-Termination, a Tandem Switching Rate, and a Shared Multiplexing rate.

(C)
|
(C)

The Tandem-Switching Rate is not applicable for transport between a host end office and a remote end office or to a FGA Transport or services used to provide Signaling for Tandem Switching.

For Tandem Switched Transport a Shared Multiplexing rate will be assessed at the access tandem and the end office on all access minutes that traverse a common trunk group from the Telephone Company Tandem to an end office. The Shared Multiplexing rate recovers multiplexing costs on the end office side of the tandem and at the end office.

For Dedicated Transport circuits purchased by a customer from the serving wire center to the Telephone Company, an Access Tandem Trunk Port charge shall be assessed based on the type of termination or the type of dedicated transport purchased by the customer.

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(C) Tandem-Switched Transport (Cont'd)

The End Office Shared Trunk Port provides for the termination of a Tandem Switched Trunk at an end office. The End Office Shared Trunk Port is usage rated and shall be assessed to all access minutes which utilize Tandem Switched Transport. This includes minutes of use associated with FGA Service when traffic is terminated in an end office that is not the dial tone office and on minutes of use provided at a remote office.

The End Office Shared Trunk Port charge does not apply to switched access minutes of use that originate or terminate at MTSOs directly interconnected to a Telephone Company access tandem.

- (1) The Tandem-Switched Transport - Facility rate is applied per access minute per airline mile for each Switched Access Feature Group type. Tandem-Switched Transport-Facility airline mileage will be determined as follows:

Where Dedicated Transport is ordered between a serving wire center and a Telephone Company access tandem, and Tandem-Switched Transport is ordered to subtending end offices, mileage will be measured from the access tandem to the end office or WSO (for WATS and WATS-type).

For either of the above Tandem-Switched Transport configurations, when the end office is acting as a host office, a separate mileage calculation determines the mileage from the host office to the remote office. Traffic originating from and/or terminating to the remote will be billed Tandem-Switched Transport charges.

Where Tandem-Switched Transport - Facility is provided by more than one telephone company, the mileage for each will be determined as in Section 2.4 preceding.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(C) Tandem-Switched Transport (Cont'd)

- (2) The Tandem-Switched Transport - Termination rate applies per access minute for each termination (i.e., the first point of switching and the end office serving the end user) for all Switched Access Feature Group types. When both terminations are provided by the Telephone Company, the Tandem-Switched Transport - Termination rate applies twice, including those situations when the terminations are co-located.

Where the Tandem-Switched Transport - Facility is provided by more than one telephone company, the Tandem-Switched Transport - Termination rate applies for the termination (i.e., the first point of switching or the end office serving the end user) at the Telephone Company end of the Switched Transport as in Section 2.4 preceding. The Tandem-Switched Transport - Termination rate will not apply when the Telephone Company is the intermediate provider of the Tandem-Switched Transport - Facility.

- (3) The Tandem Switching rate is usage-sensitive and is applied per access minute to all feature groups for Tandem-Switched Transport with two exceptions. the Tandem-Switching Rate is not applicable for Tandem-Switched Transport between a host office and a remote office, nor is it applicable for Extended FGA Terminating Traffic described in 6.7.1(B)(6).
- (4) The Shared Multiplexing rate is usage sensitive and assessed at the access tandem and end office on all minutes of use from the Telephone Company access tandem to an end office. The Shared Multiplexing rate recovers multiplexing costs on the end office side of the tandem and at the end office.
- (5) Pursuant to FCC 20-143, released October 9, 2020, tandem switching and transport for originating 800/888 traffic will be charged via a single usage sensitive Joint Tandem Switched Transport Access Service rate applied per access minute.

(N)
|
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 21-0428-T-T dated June 23, 2021.

Issued: June 1, 2021

Vice President Regulatory Affairs
Frontier Communications
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2021

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(D) Transitional Interconnection Charge (TIC)

The Transitional Interconnection Charge is assessed upon all customers for interconnecting with the Telephone Company's switched access network.

The Transitional Interconnection Charge is usage-sensitive and is applied per access minute to all feature groups that utilize the Telephone Company's switched access network. It applies to all originating and terminating minutes of use whether transported via Direct Trunked Transport, Tandem-Switched Transport Entrance Facilities, or switched access EIS cross connect arrangements. The Transitional Interconnection Charge has two rate levels. One rate applies to customers utilizing Telephone Company Transport and a different rate that is applicable to switched access EIS cross connect arrangements.

(E) Multiplexing

Multiplexing provides for arrangements to convert a single higher capacity or bandwidth circuit for bulk transport to several lower capacity or bandwidth circuits. Multiplexing is only available at a Telephone Company designated Hub Wire Center arranged for multiplexing.

All types of multiplexing may not be available at each Hub Wire Center. Refer to Section 7.1.3 for a description of a Hub Wire Center.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(F) Interface Groups

Interface Groups are provided for terminating the Entrance Facility at the customer's designated premises. Each Interface Group provides a specified premises interface (e.g., two-wire (2), four-wire (4), DS1, etc.). Where transmission facilities permit, the individual transmission path between the customer's designated premises and the first point of switching may, at the option of the customer, be provided with optional features as set forth in (B) following. The interface groups described in Section 11 and the optional features described in (B) following are nonchargeable features. No additional charges other than the rate for Local Transport described in Section 20 apply.

As a result of the customer's access order and the type of Telephone Company transport facilities serving the customer's premises, the need for signaling conversions or two-wire (2) to four-wire (4) conversions, or the need to terminate digital or high frequency facilities in channel bank equipment may require that Telephone Company equipment be placed at the customer's designated premises. For example, if a voice frequency interface is ordered by the customer and the Telephone Company facilities serving the customer's designated premises are digital, then Telephone Company channel bank equipment must be placed at the customer's designated premises in order to provide the voice frequency interface ordered by the customer.

Technical specifications concerning the available interface groups are set forth in Section 11 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(G) Nonchargeable Optional Features

Where transmission facilities permit, the Telephone Company will, at the option of the customer, provide the following nonchargeable optional features in association with Local Transport.

(1) Supervisory Signaling

Where the transmission parameters permit, and where signaling conversion is required by the customer to meet its signaling capability, the customer may order an optional supervisory signaling arrangement for each transmission path provided as set forth in Section 11 following.

(2) Customer Specified Entry Switch Receive Level

This feature allows the customer to specify the receive transmission level at the first point of switching. The range of transmission levels which may be specified is described in Technical Reference TR-NWT-000334. This feature is available with Interface Groups for Feature Groups A and B.

(3) Customer Specification of Local Transport Termination

This option allows the customer to specify, for Feature Group B routed directly to an end office or Telephone Company access tandem, a four-wire (4) termination of the Local Transport at the entry switch in lieu of a Telephone Company selected two-wire (2) termination. This option is available only when the Feature Group B arrangement is provided with Type B Transmission Specifications.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(H) Chargeable Optional Features

Common Channel Signaling, Signaling System 7* (CCS/SS7) Network Connection Service is offered with FGD which provides a signaling path between a customer's designated Signaling Point of Interface (SPOI) and a Telephone Company's Signaling Transfer Point (STP). CCS/SS7* is provided as set forth in 6.3.11 following.

(I) Mileage Measurement Exceptions

- (1) The Telephone Company may reconfigure its local exchange plant as required in the normal operation of its business. If such network reconfiguration results in a changes location of the IC serving wire center the Telephone Company will provide the IC with a minimum 6 months notice. The Local Transport Mileage measurement will be based upon the new serving wire center's V&H coordinates and the end office switch V&H coordinates.
- (2) For FGA calls terminated on an extended basis outside the FGA Access Area, but within the LATA, mileage in the terminating direction is also calculated on the airline distance between FGA dial tone office and the end office switch where the call terminates as set forth in 6.7.1(B)(6) following.

(*). SS7 Signaling is available only where technically feasible.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.1 Local Transport Description (Cont'd)

(I) Mileage Measurement Exceptions (Cont'd)

- (3) When terminating Feature Group C Switched Access Service is provided from multiple customer premises to an end office not equipped with measurement capabilities, the total Local Transport access minutes for that end office will be apportioned among the trunk groups accessing the end office on the basis of the individual busy hour minutes of capacity ordered for each of those trunk groups. This apportionment will serve as the basis for Local Transport mileage calculation.
- (4) The Tandem-Switched Transport - Facility rate applies to the switched access minutes of use that originate/terminate at a MTSO directly interconnected to a Telephone Company access tandem or end office. The mileage for access is calculated on an airline mile basis, using the V&H coordinate method, between the customers SWC and the SWC of the MTSO.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.2 End Office

The End Office rate category provides the local end office switching and end user termination functions necessary to complete the transmission of Switched Access communications to and from the end users served by the local end office. The End Office Rate category includes the Local Switching and Information Surcharge rate elements.

End Office rates (Local Switching and Information Surcharge) do not apply to switched access minutes of use that originate or terminate at a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office.

(A) Local Switching

The Local Switching rate element provides for the use of end office switching equipment, the termination of end user common lines at the local end office, and the termination of calls at a Telephone Company intercept operator or recording. The intercept operator or recording tells a caller why a call could not be completed and, if possible, provides the correct number.

Where end offices are appropriately equipped, international dialing may be provided. International dialing provides the capability of switching international calls with service prefix and address codes having more digits than are capable of being switched through a standard FGC or FGD equipped end office.

The Local Switching rate element is divided into three distinct categories, LS1 LS2 and Nonpremium Local Switching. Rates for Local Switching are set forth in Section 20 following. The application of these rates with respect to individual Switched Access Arrangements is as set forth in 6.7.4 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.2 End Office (Cont'd)

(A) Local Switching

(1) LS1 and LS2

LS1 and LS2 provide local dial switching in end offices converted to equal access. The first category, LS1, provides local dial switching for Feature Groups A and B except where the service is provided to AT&T. The second category, LS2, provides local dial switching for Feature Groups C and D, 500 Access Service, 800/888 Access Service, 900 Access Service and international dialing capability, and all originating and terminating access minutes where the service is provided to AT&T. LS2 also provides local dial switching for Feature Group A or B service used for terminating 800/888 Service and 900 Access Service.

(2) Nonpremium Local Switching

In end offices not equipped with equal access capabilities, nonpremium Local Switching rates apply to all Feature Group A, Feature Group B, 500 Access Service, 800/888 Access Service and 900 Access Service access minutes that originate from or terminate at such end offices. Nonpremium Local Switching rates shall only apply to non AT&T customers.

(B) Information Surcharge

(1) The Information Surcharge applies to each Switched Access minute of use (measured or assumed) and shall be assessed upon all customers that use local switching facilities for the provision of interstate or foreign telecommunications.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.2 End Office (Cont'd)

(C) 800/888 Data Base Query Service

Query usage charges for 800/888 Data Base Query Service shown in 6.3.5(C) apply as follows:

- (1) A Basic 800/888 Data Base Query charge will apply for each basic 800/888 call query received at the Telephone Company's 800/888 data base. Per query charges are accumulated over a monthly period and billed to the customer on a monthly basis.
- (2) A Premium 800/888 Data Base Query charge will apply for each premium 800/888 call query received at the Telephone Company's 800/888 data base. Per query charges are accumulated over a monthly period and billed to the customer on a monthly basis.

6.2.3 Non-Chargeable Optional Features

Where facilities permit, the Telephone Company will, at the option of the customer, provide nonchargeable optional features. These optional features are described in 6.3.7 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.2 Rate Categories (Cont'd)

6.2.4 CCS7 Access Service

CCS7 Access Service as described in 6.3.11, connecting customer's STPs to Telephone Company STPs, requires four STP Port Terminations and four Dedicated Switched Access Facilities. CCS7 Access Service connecting customer Signaling or Service Switching Points to Telephone Company STPs requires two STP Port Terminations and two Dedicated Switched Access facilities.

(A) Dedicated Switched Access

Dedicated Switched Access is composed of two rate elements: Dedicated Switched Access Line (DSAL) and Dedicated Switched Access Transport (DSAT). The DSAL has a nonrecurring charge and monthly recurring charge. The DSAT has only a monthly recurring charge and is charged for on a per airline mile basis.

(B) STP Port Terminations

The STP Port Terminations are charged both a nonrecurring charge and monthly recurring rate.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups

(C)

Switched Access Service is provided in four Feature Group arrangements:

- Feature Group A
- Feature Group B
- Feature Group C
- Feature Group D

The Local Transport, End Office, and Common Line rate categories described in 6.2 apply to all Switched Access Service.

6.3.1 Feature Group A (FGA)

(A) Description

- (1) FGA is provided via a line side connection at Telephone Company electronic and electromechanical end office switched with an associated seven digit telephone number for the customer's use in originating communications to or terminating communications from an Interexchange Carrier's Interstate Service or a customer provided interstate communications capability. At the option of the customer, FGA is provided on a single or multiple line group basis and is arranged for originating calling only, terminating calling only, or two-way calling.
- (2) FGA provides a line side termination at the first point of switching (dial tone office). The line side termination will be provided with either ground start or loop start supervisory signaling. The type of signaling is at the option of the customer.
- (3) The Telephone Company shall select the first point of switching, within the selected LATA, at which the line side termination is to be provided unless the customer requests a different first point of switching and Telephone Company facilities and measurement capabilities, where necessary, are available to accommodate such a request.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.1 Feature Group A (FGA) (Cont'd)

(A) Description (Cont'd)

- (4) A seven (7) digit local telephone number assigned by the Telephone Company is provided for access to FGA switching in the originating direction. The seven (7) digit local telephone number will be associated with the selected end office switch and is of the form NXX-XXXX.

If the customer requests a specific seven (7) digit telephone number that is not currently assigned, and the Telephone Company can, with reasonable effort, comply with that request, the requested number will be assigned to the customer.

- (5) FGA switching, when used in the terminating direction, is arranged with dial tone start-dial signaling. When used in the terminating direction, FGA switching may, at the option of the customer, be arranged for dial pulse or dual tone multifrequency address signaling, subject to availability of equipment at the first point of switching. When FGA switching is provided in a hunt group or uniform call distribution arrangement, all FGA switching will be arranged for the same type of address signaling.
- (6) No address signaling is provided by the Telephone Company when FGA Switching is used in the originating direction. Address signaling in such cases, if required by the customer, must be provided by the customer's end user using inband tone signaling techniques. Such inband tone address signals will not be regenerated by the Telephone Company and will be subject to the ordinary transmission capabilities of the Local Transport provided.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.1 Feature Group A (FGA) (Cont'd)

(A) Description (Cont'd)

- (7) FGA switching, when used in the terminating direction, may be used to access valid NXXs in the LATA, local operator service (0- and 0+), Directory Assistance (411 where available and 555-1212), emergency reporting service (911 where available), exchange telephone repair (611 where available), time or weather announcement services of the Telephone Company, community information services of an information service provider, and other customers' services (by dialing the appropriate digits). Charges for FGA terminating calls requiring operator assistance or calls to 611 or 911 will only apply where sufficient call details are available. Additional non-access charges will also be billed on a separate account for (1) an operator surcharge, as set forth in the local exchange tariffs, for local operator assistance (0- and 0+) calls, (2) calls to certain community information services, for which rates are applicable under Telephone Company exchange service tariffs, e.g., 976 (DIAL-IT) Network Services, and (3) calls from a FGA line to another customer's applicable service rates when the Telephone Company performs the billing function for that customer.

For calls to Directory Assistance additional non access charges may also be billed at the applicable rates under the Telephone Company local exchange tariffs.

- (8) When a FGA switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for a limited period of time, an announcement that the service associated with the number dialed has been discontinued.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.1 Feature Group A (FGA) (Cont'd)

(A) Description (Cont'd)

- (9) FGA will be provisioned over an Entrance Facility from the customer's premises to the customer's serving wire center.

FGA service, when used in the originating direction, will be provisioned as Direct Trunked Transport from the first point of switching (i.e., the end office switch where FGA switching dial tone is provided) to the customer's serving wire center.

FGA service, when used in the terminating direction, will be provisioned as Dedicated Transport from the customer's serving wire center to the first point of switching and provisioned as Tandem Switched Transport from the first point of switching to the terminating end office.

- (10) Feature Group A Switched Access Service is available with additional termination (i.e. extensions) of the service at different building(s) in the same or different local calling area. Application of rates for Feature Group A extension service is found in 6.7.1(B)(%) following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.1 Feature Group A (FGA) (Cont'd)

(A) Description (Cont'd)

(11) Message Unit Credit

Calls from end users to the seven digit local telephone numbers associated with Feature Group A Switched Access Service are subject to Telephone Company local and/or general exchange service tariff charges (including message unit and toll charges as applicable). The monthly bills rendered to customers for their Feature Group A Switched Access Service will include a credit to reflect any message unit charges billed to their end users under the Telephone Company's local and/or general exchange service tariffs. The credit will apply for recorded originating usage or for assumed originating usage, as appropriate for the FGA service provided. When the credit is applied on assumed usage, such credit will not exceed the assumed levels of usage set forth in Section 20 following.

No credit will apply for any terminating FGA access minutes. The message unit credit for originating access minutes will be based on the generally applicable message unit charges of the Telephone Company. All applicable message unit credits will be developed on an exchange specific basis only.

(B) Transmission Specifications

FGA is provided with either Type B or Type C Transmission Specifications. The specifications for the associated parameters are guaranteed of the first point of switching. Type C Transmission Specifications are provided with Interface Group 1 and Type B is provided with Interface Groups 2 through 10. Type DB Data transmission Parameters are provided with FGA to the first point of switching. FGA Interface Groups and Codes and Transmission Specifications are described further in Section 11 following.

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.1 Feature Group A (FGA) (Cont'd)

(C) Testing Capabilities

FGA is provided, in the terminating direction where equipment is available, with seven (7) digit access to balance (100 type) test line and milliwatt (102 type) test line. Additional testing services are available as set forth in Section 9 following for FGA.

(1) Acceptance Testing

At no additional charge, the Telephone Company will, at the customer's request, cooperatively test, at the time of installation, the following parameters: loss, C-notched noise, C-message noise, three-tone (3) slope, dc continuity and operational signaling.

(2) Routine Testing

At no additional charge, the Telephone Company will, at the customer's request, test after installation on an automatic or manual basis, 1004 Hz loss, C-message noise and Balance (return loss). In the case of automatic testing, the customer shall provide remote office test lines and one hundred five (105) test lines with associated responders of their functional equivalent.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.2 Feature Group B (FGB)

(A) Description

- (1) FGB, when directly routed to an end office (i.e., provided without the use of a Telephone Company access tandem switch), is provided at appropriately equipped Telephone Company electronic end office switches. When provided via Telephone Company designated electronic access tandem switches, FGB switching is provided at Telephone Company electronic and electromechanical end office switches.
- (2) FGB is provided as trunk side switching through the use of end office or Telephone Company access tandem switch trunk equipment. The switch trunk equipment is provided with wink start-pulsing signals and answer and disconnect supervisory signaling.
- (3) FGB switching is provided with multifrequency address signaling in both the originating and terminating directions. Except for FGB switching provided with the automatic number identification (ANI) or rotary dial station signaling arrangements as set forth in 6.3.9 following, any other address signaling in the originating direction, if required by the customer, must be provided by the customer's end user inband tone signaling techniques. Such inband tone address signals will not be regenerated by the Telephone Company and will be subject to the ordinary transmission capabilities of the Local Transport provided.
- (4) The access code for FGB switching is a uniform access code. The form of the uniform access code is 950-1/0XXX for carriers. One uniform access code will be assigned to the customer for the customer's domestic communications and another will be assigned to the customer for its international communications, if required. These uniform access codes will be the assigned access numbers of all FGB switched access service provided to the customer by the Telephone Company.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.2 Feature Group B (FGB) (Cont'd)

(A) Description (Cont'd)

- (4) The access code for FGB switching is a uniform access code. The form of the uniform access code is 950-1/0XXX for carriers. One uniform access code will be assigned to the customer for the customer's domestic communications and another will be assigned to the customer for its international communications, if required. These uniform access codes will be the assigned access numbers of all FGB switched access service provided to the customer by the Telephone Company.
- (5) FGB switching, when used in the terminating direction, may be used to access valid NXXs in the LATA, time or weather announcement services of the Telephone Company, community information services of an information service provider and other customers' services (by dialing the appropriate digits). When directly routed to an end office, only those valid NXX codes served by that end office may be accessed. When routed through a Telephone Company access tandem, only those valid NXX codes served by end offices subtending the Telephone Company access tandem may be accessed.

The customer will also be billed additional nonaccess charges for calls to certain community information services for which rates are applicable under Telephone Company exchange service tariffs, e.g., 976 (DIAL-IT) Network Service. Additionally, nonaccess charges will also be billed for calls from a FGB trunk to another customer's service in accordance with that customer's applicable service rates when the Telephone Company performs the billing function for that customer. Calls in the terminating direction will not be completed to 950-10XX access codes, local operator assistance (0- and 0+), Directory Assistance (411 and 555-1212), service codes 611 and 911 or 10XXX access codes. FGB may not be switched, in the terminating direction, to Switched Access Service Feature Groups B or C.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.2 Feature Group B (FGB) (Cont'd)

(A) Description (Cont'd)

- (6) The Telephone Company will establish a trunk group or groups for the customer at end office switches or Telephone Company access tandem switches where FGB switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGB switching arrangement provided. Different types of FGB or other switching arrangements may be combined in a single trunk group at the option of the Telephone Company.
- (7) When all FGB switching arrangements are discontinued at an end office and/or in a LATA, an intercept announcement is provided. This arrangement provides, for a limited period of time, an announcement that the service associated with the number dialed has been disconnected.
- (8) FGB is arranged for either originating, terminating, or two-way calling based on the trunks or BHMC ordered. The Telephone Company will determine the type of directional calling to be provided unless the customer requests the option, Customer Specification of Switched Access Directionality as described in 6.3.9(A)(32). For such specification, additional charges on an Individual Case Basis will apply if the calling arrangements are different from that the Telephone Company would have provided without such special arrangements. Originating calling permits the origination of calls from the end user to the CDP. Terminating calling permits the termination of calls from the CDP to the end user. Two-way calling permits either the origination or termination of calls, but not simultaneously.
- (9) The Telephone Company will determine the end office ANI protocol for FGB. The Telephone Company makes no guarantee that ANI will be available at all end offices which have access to FGB.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.2 Feature Group B (FGB) (Cont'd)

(B) Transmission Specifications

FGB is provided with either Type B or Type C Transmission Specifications. The specifications for the associated parameters are guaranteed to the end office when routed directly or to the first point of switching when routed via a Telephone Company access tandem. Type C Transmission Specifications are provided with Interface Group 1 and Type B is provided with Interface Groups 2 through 10. Type DB Data Transmission Parameters are provided with FGB to the first point of switching.

(C) Testing Capabilities

FGB is provided, in the terminating direction where equipment is available, with seven (7) digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, loop around test line, short circuit test line and open circuit test line. Additional testing services are available as set forth in Section 9 following for FGB.

(1) Acceptance Testing

At no additional charge, the Telephone Company will, at the customer's request, cooperatively test, at the time of installation, the following parameters: loss, C-notched noise, C-message noise, three-tone (3) slope, dc continuity and operational signaling.

(2) Routine Testing

At no additional charge, the Telephone Company will, at the customer's request, test after installation on an automatic or manual basis, 1004 Hz loss, C-message noise and Balance (return loss). In the case of automatic testing, the customer shall provide remote office test lines and one hundred five (105) test lines with associated responders or their functional equivalent.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.3 Feature Group C (FGC)

(A) Description

- (1) FGC is provided at all Telephone Company end office switches. It is provided to the customer (i.e., provider of MTS) on a direct trunk basis or via Telephone Company designated access tandem switches. Originating FGC Access is available to all customers when used to provide the Customer Identification Function for 800/888 Access Service optional feature. Terminating FGC access is available to all customers other than providers of MTS and WATS when such access is used in conjunction with the provision of the Interim 800/888 Customer Identification Function, but only for purposes of testing. Feature Group C switching is provided at an end office switch unless Feature Group D end office switching is provided in the same office. When FGD switching is available, FGC will not be provided.
- (2) FGC is provided as trunk side switching. The switch trunk equipment is provided with answer and disconnect supervisory signaling. Wink start start-pulsing signals are provided in all offices where available. In those offices where wink start start-pulsing signals are not available, delay dial start-pulsing signals will be provided, unless immediate dial pulse signaling is provided, in which case no start-pulsing signals are provided.
- (3) FGC is provided with multifrequency address signaling except in certain electromechanical end office switches where multifrequency signaling is not available. In such switches, the address signaling will be dial pulse. Up to twelve (12) digits of the called party number dialed by the customer's end user using dual tone multifrequency or dial pulse address signals will be provided by Telephone Company equipment to the customer's premises where the Switched Access Service terminates. Such called party number signals will be subject to the ordinary transmission capabilities of the Local Transport provided.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.3 Feature Group C (FGC) (Cont'd)

(A) Description (Cont'd)

- (4) The end user must dial a one (1) digit access code to access the IC. In addition to the access code, the telephone number dialed by the customer's end user shall be a seven (7) or ten (10) digit number for calls in the North American Numbering Plan (NANP). For international calls outside the NANP, a seven (7) to twelve (12) digit number may be dialed.
- (5) FGC switching, when used in the terminating direction, may be used to access value NXXs in the FGC Access Area. When directly routed to an end office the FGC Access Area includes only those valid NXX codes served by that office. When routed through a Telephone Company access tandem, the FGC Access Area includes only those valid NXX codes served by offices subtending that access tandem.

Access is also available to time or weather announcement services of the Telephone Company, community information services of an information provider, and other customers' services (by dialing the appropriate codes) when the services can be reached using valid NXX codes.

Where measurement capabilities exist, the customer will also be billed additional non-access charges for calls to certain community information services, for which rates are applicable under Telephone Company exchange service tariffs, e.g., 976 (DIAL-IT) Network Services. Additionally, non-access charges will also be billed for calls from a FGC trunk to another customer's service in accordance with that customer's applicable service rates when the Telephone Company performs the billing function for that customer. Calls in the terminating direction will not be completed to 950-1/OXXX or 1+950-1/OXXX access codes, local operator assistance (0- and 0+), Directory Assistance service codes 611 and 911 and 10XXX access codes. FGC may not be switched, in the terminating direction, to Switched Access Service Feature Groups B, C or D.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.3 Feature Group C (FGC) (Cont'd)

(A) Description (Cont'd)

- (6) The Telephone Company will establish a trunk group or groups for the customer at end office switches or Telephone Company access tandem switches where FGC switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGC switching arrangement provided. Different types of FGC or other switching arrangements may be combined in a single trunk group at the option of the Telephone Company.
- (7) FGC is arranged for either originating calling only, terminating calling only, or two-way calling based on the trunks or BHMC ordered. The Telephone Company will determine the type of Directional calling to be provided unless the customer requests the option, Customer Specification of Directionality as described in 6.3.9(A)(32). For such specification, additional charges on an Individual Case Basis will apply if the trunk group Routing arrangements are different from that the Telephone Company would have provided without such special arrangements. Originating calling permits the origination of calls from the customer premises. Terminating calling permits the termination of calls from the customer premises to the end user. Two-way calling permits either the origination or termination of calls, but not simultaneously.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.3 Feature Group C (FGC) (Cont'd)

(B) Transmission

FGC is provided with either Type B or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or Type C is provided.
- When routed to a Telephone Company access tandem only Type B is provided.
- Type B or Type C is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission Specifications are provided with Interface Group 1 when routed directly to an end office. Type B is provided with Interface Groups 2 through 10, whether routed directly to an end office or to an access tandem.

Type DB Data Transmission Parameters are provided with FGC for the transmission path between the customer's premises and the end office when directly routed to the end office, and Type DB Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office when routed via an access tandem.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.3 Feature Group C (FGC) (Cont'd)

(C) Testing Capabilities

FGC is provided, in the terminating direction where equipment is available, with seven (7) digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, transmission measuring (105 type) test line, loop around test line, short circuit test line and open circuit test line. Additional testing services are available as set forth in Section 9 following for FGC.

(1) Acceptance Testing

At no additional charge, the Telephone Company will, at the customer's request, cooperatively test, at the time of installation, the following parameters: loss, C-notched noise, C-message noise, three-tone (3) slope, dc continuity and operational signaling.

(2) Routine Testing

At no additional charge, the Telephone Company will, at the customer's request, test after installation on an automatic or manual basis, 1004 Hz loss, C-message noise and Balance (return loss). In the case of automatic testing, the customer shall provide remote office test lines and 105 test lines with associated responders or their functional equivalent.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD)

(A) Description

- (1) FGD is provided at Telephone Company designated office switches whether routed directly or via Telephone Company designated electronic access tandem switches. The Telephone Company will designate the first point(s) of switching for FGD services where the Telephone Company elects to provide equal access through a centralized equal access arrangement. Those Telephone Company offices providing equal access through centralized arrangements are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4.
- (2) FGD is provided as trunk side switching through the use of end office or Telephone Company access tandem switch trunk equipment. The switch trunk equipment is provided with wink start start-pulsing signals and answer and disconnect supervisory signaling except for FGD provided with SS7* Out of Band Signaling.
- (3) FGD switching is provided with multifrequency address signaling or out of band SS7* signaling. With multifrequency address signaling and SS7* signaling, up to twelve (12) digits of the called party number dialed by the customer's end user using dual tone multifrequency or dial pulse address signals will be provided by Telephone Company equipment to the customer's premises where the Switched Access Service terminates. Such address signals will be subject to the ordinary transmission capabilities of the Local Transport provided.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD) (Cont'd)

(A) Description (Cont'd)

- (4) FGD switching, when used in the terminating direction, may be used to access valid NXXs in the LATA, time or weather announcement services of the Telephone Company, community information services of an information service provider, and other customers' services (by dialing the appropriate codes) when such services can be reached using valid NXX codes. When directly routed to an end office, only those valid NXX codes served by that office may be accessed. When routed through a Telephone Company access tandem, only those valid NXX codes served by end offices subtending the Telephone Company access tandem may be accessed.

Additionally, nonaccess charges will also be billed for calls from a FGD trunk to another customer's service in accordance with that customer's applicable service rates when the Telephone Company performs the billing function for that customer. Calls in the terminating direction will not be completed to 950-0XXX or 950-1XXX access codes, local operator assistance (0- and 0+), Directory Assistance (411 and 555-1212), service codes 611 and 911 or 10XXX access codes. Calls will be completed to Directory Assistance (NPA-555-1212 or 555-1212) when FGD switching is combined with Directory Assistance switching. FGD may not be switched, in the terminating direction, to Switched Access Service Feature Groups B, C or D.

As an ordering option to the customer, terminating FGD, when routed through a Telephone Company access tandem, may also access valid NXX codes served by subtending end offices in which originating FGD is not available. Rating of this optional service is as set forth in 6.7.1(B)(3) following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD) (Cont'd)

(A) Description (Cont'd)

- (5) The Telephone Company will establish a trunk group or groups for the customer at end office switches or Telephone Company access tandem switches where FGD switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGD switching arrangement provided.

Different types of FGD or other switching arrangements may be combined in a single trunk group at the option of the Telephone Company.

- (6) The access code for FGD switching is a uniform access code of the form 10XXX. A single access code will be the assigned number of all FGD access provided to the customer by the Telephone Company. No access code is required for calls to a customer over FGD Switched Access Service if the end user's telephone exchange service is arranged for presubscription to that customer, as set forth in Section 9.3.3 following.

Where no access code is required, the number dialed by the customer's end user shall be a seven (7) or ten (10) digit number for calls in the North American Numbering Plan (NANP).

For international calls outside the NANP, a seven (7) to twelve (12) digit number may be dialed. The form of the numbers dialed by the customer's end user is NXX-XXXX, 0 or 1 + NXX-XXXX, NPA + NXX-XXXX, 0 or 1 + NPA + NPA + NXX-XXXX and, when the end office is equipped for International Direct Distance Dialing (IDDD, 01 + CC + NN or 011 + CC + NN).

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD) (Cont'd)

(A) Description (Cont'd)

(6) (Cont'd)

When the 10XXX access code is used, FGD switching also provides for dialing the digit 0 for access to the customer's operator, 911 for access to the Telephone Company's emergency reporting service, or the end-of-dialing digit (#) for cut-through access to the customer's premises.

Unless otherwise ordered by the FCC, when equal access is provided through a centralized equal access arrangement the 10XXX access code may not be available in certain equal access offices. Those offices which provide FGD Switched Access Service without the 10XXX access code are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4.

(7) FGD switching will be arranged to accept calls from telephone exchange service locations without the need for dialing 10XXX uniform access code. Each telephone exchange service line may be marked with a code to identify which 10XXX code its calls will be directed to for interLATA service.

(8) Unless prohibited by technical limitations, the customer's Interim 800/888 traffic may, at the option of the customer, be combined in the same trunk group arrangement with the customer's non-Interim 800/888 traffic. When required by technical limitations, or at the request of the customer, a separate trunk group will be established for Interim 800/888 traffic.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD) (Cont'd)

(A) Description (Cont'd)

- (9) When a customer has had FGB access in an end office and subsequently replaces the FGB access with FGD access, at the mutual agreement of the customer and the Telephone Company, the Telephone Company will direct calls dialed by the customer's end users using the customer's previous FGB access code to the customer's FGD access service.

The customer must be prepared to handle normally dialed FGD calls, as well as calls dialed with the FGB access code which requires the customer to receive additional address signaling from the end user. Such calls will be rated as FGD. The Telephone Company may, within ninety (90) days' written notice to the customer, discontinue this arrangement.

- (10) FGD is arranged for either originating calling only, terminating calling only, or two-way calling and based on the trunks or BHMC ordered. The Telephone Company will determine the type of directional calling to be provided unless the customer orders an Operator Assistance Full Feature Arrangement or requests the option, Customer Specification of Switched Access Directionality as described in 6.3.9(A)(32). For such arrangements, additional charges on an Individual Case Basis will apply if the trunking arrangements are different from that the Telephone Company would have provided without such special arrangements. Originating calling permits the origination of calls from the end user to the customer premises. Terminating calling permits the termination of calls from the customer premises. Two-way calling permits either the origination or termination of calls, but not simultaneously.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.4 Feature Group D (FGD) (Cont'd)

(B) Transmission Specifications

FGD is provided with either Type A, Type B or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or C is provided.
- When routed to a Telephone Company access tandem only Type A is provided.
- Type A is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission Specifications are provided with Interface Group 1. Type A and Type B Transmission Specifications are provided with Interface Groups 2 through 10

Type DA Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office. Type DB Data Transmission Parameters are provided with FGD for the transmission path between the customer's premises and the end office when directly routed to the end office.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.4 Feature Group D (FGD) (Cont'd)

(C) Testing Capabilities

FGD is provided, in the terminating direction where equipment is available, with seven (7) digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, loop around test line, short circuit test line and open circuit test line. In addition to the tests described in 6.3, which are included with the installation of service and as ongoing routine testing, additional testing of facilities is available as set forth in Section 9.

When SS7* Signaling is ordered, network compatibility and other testing will be performed cooperatively by the Telephone Company and the customer as specified in Technical References TR-TSV 000905.

(D) Optional Features

Where facilities permit, the Telephone Company will, at the option of the customer, provide optional features. These optional features are described in 6.3.9 following.

Operator Transfer Service (forwarding of 0- calls) and Inward Operator Assistance Services (Busy Line Verification, Interrupt, and Operator Assistance) may be provided with FGD Switched Access Service at Telephone Company designated Operator Service switching locations. Operator Services are provided as set forth in 6.3.7 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.5 800/888 Access Service

(A) Description

- (1) 800/888 Access Service provides for the forwarding of enduser dialed 800-NXX-XXXX or 888-NXX-XXXX calls to a customer via a Telephone Company designated switch capable of performing a customer identification function. The 800/888 Access Service customer identification function utilizes 800/888 Data Base Query Service, as described in 6.3.5(C), to screen all ten digits of all 800-NXX-XXXX or 888-NXX-XXXX type calls generated by endusers to determine the customer to which the 800/888 call is routed by the Telephone Company. This function is not available with Signaling for Tandem Switching.

The 800/888 Access Service customer identification function will be available at suitably equipped end office or Telephone Company access tandem switches. Once customer identification has been established, the call will be routed to the customer. 800/888 Access Service may be provided via 800/888 Access Service switched trunk groups or in conjunction with a customer's FGC or FGD Switched Access Service.

- (2) 800/888 Access Service is an originating trunk side switched service that is available to the customer via 800/888 Access Service trunk(s) at Telephone Company designated switches capable of performing the 800/888 Access Service customer identification from an end office switch not equipped to perform the 800/888 Access Service customer identification function, the call will be routed to the nearest office at which the function is available. Once customer identification has been established, the call will be routed to the customer.

Unless prohibited by technical limitations, the customer's 800/888 Access Service traffic may, at the option of the customer, be combined in the same trunk group arrangement with the customer's Feature Group C or Feature Group D Access Service traffic. When required by technical limitations a separate trunk group must be established for 800/888 Access Service.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.5 800/888 Access Service (Cont'd)

(A) Description (Cont'd)

- (3) 800/888 Access Service is provided as trunk side switching through the use of end office or Telephone Company access tandem switch trunk equipment 800/888 Access Service originating from equal access end offices with the 800/888 Access Service customer identification function will be provided using Feature Group D signaling as set forth in 6.3.4(A)(2) and (3) preceding. When Feature Group D signaling is provided, ANI will be provided in the same manner in which ANI is provided for Feature Group D as set forth in 6.3.9(A)(6) following. 800/888 Access Service originating from end offices not having equal access capabilities will be provided using Feature Group C signaling as set forth in 6.3.3(A)(2) and (3) preceding. When Feature Group C signaling is provided, ANI will be provided in the same manner in which ANI is provided for Feature Group C as set forth in 6.3.9(A)(6) following.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.5 800/888 Access Service (Cont'd)

(B) Transmission Specifications

(1) Non Converted End Offices

In end offices that have not been converted to equal access, 800/888 Access Service is provided with either Type B or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or Type C is provided.
- When routed to a Telephone Company access tandem only Type B is provided.
- Type B or Type C is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission Specifications are provided with Interface Group 1 when routed directly to an end office. Type B is provided with Interface Groups 2 through 10, whether routed directly to an end office or to a Telephone Company access tandem.

Type DB Data Transmission Parameters are provided with 800/888 Access Service for the transmission path between the customer's premises and the end office when directly routed to the end office, and Type DB Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office when routed via a Telephone Company access tandem.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.5 800/888 Access Service (Cont'd)

(B) Transmission Specifications (Cont'd)

(2) Equal Access End Offices

In end offices converted to equal access, 800/888 Access Service is provided with either Type A, Type B or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or C is provided.
- When routed to a Telephone Company access tandem only Type A is provided.
- Type A is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission specifications are provided with Interface Group 1. Type A and Type B Transmission Specifications are provided with Interface Groups 2 through 10.

Type DA Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office. Type DB Data Transmission Parameters are provided for the transmission path between the customer's premises and the end office when directly routed to the end office.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.5 800/888 Access Service (Cont'd)

(C) 800/888 Data Base Query Service

- (1) 800/888 Data Base Query Service, offered in conjunction with 800/888 Access Service, performs the 800/888 customer identification function, as described in 6.3.5(A), to determine the customer to whom 800/888 calls must be routed. For all 1+800-NXX-XXXX or 1+888-NXX-XXXX calls, originated by an end user, the Telephone Company will perform the customer identification function using a Telephone Company 800/888 Data Base to screen the dialed ten digits of the 800/888 call to determine the customer selected by the 800/888 subscriber to carry that 800/888 call. If the 800/888 call originates from an end office switch not equipped to provide the customer identification function, the call will be routed to a Telephone Company access tandem switch equipped to provide the customer identification function. Once customer identification has been established through 800/888 Data Base Query Service, the 800/888 call will be routed to the selected customer for completion.
- (2) Basic 800/888 Data Base Queries provide instructions to route 1+800-NXX-XXXX calls on a simple call turn 1 + 888-NXX-XXXX around basis to one particular customer or to different customers based on the LATA in which the 800/888 call originates.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.5 800/888 Access Service (Cont'd)

(C) 800/888 Data Base Query Service (Cont'd)

- (3) Premium 800/888 Data Base Queries provide instructions to route 1+800-NXX-XXXX or 1+888-NXX-XXXX calls to:
- (a) Different customers based on time of day, day of week, or based on number of calls allocated by 800/888 subscriber selected percentages.
 - (b) Different terminating locations based on time of day, day of week, or based on number of calls allocated by 800/888 subscriber selected percentages.
 - (c) Standard seven digit local exchange telephone numbers at the terminating end based on the 800/888 subscriber's specific requirements.

The 800/888 subscriber is responsible for arranging for entry of the various routing instructions discussed herein into the Number Administration Service Center's (NASC's) Service Management System (SMS).

Rate regulations and charges applicable to 800/888 Data Base Query Service appear in 6.2.2(C) and Section 20.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.6 900 Access Service

(A) Description

- (1) 900 Access Service is an originating trunk side service that provides for the forwarding of end user dialed 900-NXX-XXXX calls to a customer via a Telephone Company designated switch capable of performing a customer identification function. The customer identification function determines the customer to which the 900 call is routed by the Telephone Company.

The customer identification function will be available at suitably equipped end office or Telephone Company access tandem switches. Once customer identification has been established, the call will be routed to the customer. 900 Access Service may be provided via 900 Access Service switched trunk groups or in conjunction with a customer's FGC or FGD Switched Access Service.

- (2) If the customer's 900 Access traffic originates from an end office switch not equipped to perform the customer identification function, the call will be routed to the nearest office at which the function is available. Once customer identification has been established, the call will be routed to the customer.

Unless prohibited by technical limitations, the customer's 900 Access Service traffic may, at the option of the customer, be combined in the same trunk group arrangement as the customer's Feature Group C or Feature Group D Access Service traffic. When required by technical limitations a separate trunk group must be established for 900 Access Service.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.6 900 Access Service (Cont'd)

(A) Description (Cont'd)

- (3) 900 Access Service is provided as trunk side switching through the use of end office or Telephone Company access tandem switch trunk equipment 900 Access Service originating from equal access end offices with the customer identification function will be provided using Feature Group D signaling as set forth in 6.3.4(A)(2) and (3) preceding. When Feature Group D signaling is provided, ANI will be provided in the same manner in which ANI is provided for Feature Group D as set forth in 6.3.9(A)(6) following.

900 Access Service originating from end offices not having equal access capabilities will be provided using Feature Group C Signaling as set forth in 6.3.3(A)(2) and (3) preceding. When Feature Group C signaling is provided, ANI will be provided in the same manner in which ANI is provided for Feature Group C as set forth in 6.3.9(A)(6) following.

In cases where 900 Access Service will be used for mass calling events, the customer is required to provide notice of the event to the Telephone Company. Notification must be provided at least two business days prior to the event. As a result of such notification, the Telephone Company may implement protective controls to ensure acceptable service levels.

Failure to notify the Telephone Company of such events may subject the 900 Access Service to discontinuance as specified in Section 2.2.1 preceding.

Calls to a 900 number dialed via 1+ from coin telephones, 10XXX, Inmate Service and Hotel/Motel Service will be blocked. Calls to a 900 number dialed via 0+ or 0- will be blocked. Calls to a 900 number dialed via 0+ from end offices converted to equal access will be unblocked if an ASR requesting unblocking is submitted to the Telephone Company by the customer.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.6 900 Access Service (Cont'd)

(B) Transmission Specifications

(1) Non Converted End Offices

In end offices that have not been converted to equal access, 900 Access Service is provided with either Type B or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or Type C is provided.
- When Routed to a Telephone Company access tandem only Type B is provided.
- Type B or Type C is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission Specifications are provided with Interface Group 1 when routed directly to an end office. Type B is provided with Interface Groups 2 through 10, whether routed directly to an end user or to a Telephone Company access tandem.

Type DB Data Transmission Parameters are provided with 900 Access Service for the transmission path between the customer's premises and the end office when directly routed to the end office, and Type DB Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office when routed via a Telephone Company access tandem.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.6 900 Access Service (Cont'd)

(B) Transmission Specifications (Cont'd)

(2) Equal Access End Offices

In end offices converted to equal access, 900 Access Service is provided with either Type A, Type B, or Type C Transmission Specifications as follows:

- When routed directly to the end office either Type B or C is provided.
- When routed to a Telephone Company access tandem only Type A is provided.
- Type A is provided on the transmission path from the Telephone Company access tandem to the end office.

Type C Transmission specifications are provided with Interface Group 1. Type A and Type B Transmission Specifications are provided with Interface Groups 2 through 10.

Type DA Data Transmission Parameters are provided for the transmission path between the customer's premises and the Telephone Company access tandem and between the Telephone Company access tandem and the end office. Type DB Data Transmission Parameters are provided for the transmission path between the customer's premises and the end office when directly routed to the end office.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.7 Operator Services

Operator Services described in this section will be provided to customers as an optional feature in conjunction with Feature Group C (FGC) or Feature Group D (FGD) Switched Access Services from Telephone Company Operator Service switching locations. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Assistance services or may order them individually.

(A) General Description

(1) Operator Transfer Service

Operator Transfer Service is an originating service that provides call routing of 0- (the digit 0 with no additional digits) interLATA calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator requesting assistance in completing an interLATA call.

When an 0- call originates from an end office not converted to equal access, the operator will transfer the 0- call, via FGC, to AT&T. When an 0- call originates from an end office converted to equal access, the operator will ask the end user to identify the participating customer to which they desire to be connected. The operator will then transfer the 0- call, via FGD, along with Automatic Number Identification to the designated customer.

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customers. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customers will appear on the list will be initially determined by use of a lottery. For each subsequent monthly update, following the initial selection, the customers in the first position will be moved to the last position on the list. All other customers will be moved up one position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.7 Operator Services (Cont'd)

(A) General Description (Cont'd)

(2) Inward Operator Assistance

Inward Operator Assistance services provides for operator assistance on inward calls received from customer operators. Three Inward Operator Assistance functions are provided as follows:

- (a) **Busy Line Verification** - The Telephone Company operator, at the request of the customer's operator, will determine the status of an exchange service line (e.g., conversation in progress, available to receive a call, or out of service) and report the status to the customer's operator. The Telephone Company operator will not complete the call after performing Busy Line Verification. Only one (1) telephone number per call will be handled by the operator.
- (b) **Interrupt** - The Telephone Company operator, at the request of the customer's operator, will interrupt conversation on a verified busy line and inform the called party that an attempt to place a call to that line is being made. The Telephone Company Operator will not complete the call after performing Interrupt. Only one (1) telephone number per call will be handled by the operator.
- (c) **Operator Assistance** - The Telephone Company operator will provide the customer with dialing or routing assistance.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.7 Operator Services (Cont'd)

(A) General Description (Cont'd)

(3) Undertaking of the Telephone Company

- (a) The Telephone Company will provide Operator Transfer Service for calls originating from end offices served by the Operator Service switching location. The Telephone Company will provide Inward Operator Assistance Services for calls associated with exchange service lines in end offices served by the Operator Service switching locations.
- (b) Operator Services will be provided over FGC or FGD switched service trunks, arranged for either one-way (1) or two-way (2) calling, from the Operator Service switching location to the customer's premises. Where required by technical limitations, a separate FGC or FGD trunk group will be established for Operator Service. Both Operator Transfer and Inward Assistance traffic may be combined on the same trunk group. The Operator Service switching location will provide trunk answer and disconnect supervisory signaling to the customer.
- (c) Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in 6.3.4 preceding for FGC and FGD Switched Access Services.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.7 Operator Services (Cont'd)

(A) General Description (Cont'd)

(4) Obligations of the Customer

- (a) Operator Services are provided to all customers via Feature Group D Switched Access Service for calls associated with end offices converted to equal access. Operator Services are provided for calls associated with end offices not converted to equal access via Feature Group C Switched Access Service to AT&T only. Operator Service customers must order, if none exists, sufficient Switched Access trunking facilities between their premises and the Telephone Company designated Operator Service switching locations in accordance with the ordering requirements set forth in Section 5.2 preceding. If the customer has existing Switched Access Service trunks to the Operator Service switching location, additional capacity may only be required. The customer, at its premises, shall provide the necessary on-hook, off-hook answering supervision and disconnect supervision.
- (b) Percentage of Interstate Usage (PIU) will be reported and determined as required in Section 2.3.9 preceding.
- (c) The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party to a call interrupted in the provisioning of Inward Service or any other person.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.7 Operator Services (Cont'd)

(B) Rate Regulations

Rates and charges applicable to Operator Services are set forth in Section 20 following. In addition to the rates and charges applicable to Operator Services described in this section, all nonrecurring charges associated with the ordering, installation, rearrangement and movement of FGC or FGD services as set forth in 6.7, as well as Access Order Charges set forth in Section 5.1, will apply.

(1) Operator Transfer Service

(a) Operator Transfer Rate

The Operator Transfer Rate is assessed per 0- call transferred to a customer's operator as set forth in Section 20 following. An 0- call is considered transferred when the Telephone Company operator activates the switch transferring the call to the designated customer.

(b) Switched Access Charges

Premium FGC or FGD Switched Access rates and charges as set forth in Section 20 following and Carrier Common Line Charges as set forth in Section 3.2 preceding will apply per minute of use for Operator Transfer Service.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.7 Operator Services (Cont'd)

(B) Rate Regulations (Cont'd)

(2) Inward Operator Assistance Service

(a) Busy Line Verification and Interrupt Rates

Rates and charges for Busy Line Verification and Interrupt Service are specific to the inward call type. The charge for Busy Line Verification applies per verification attempt. The charge for Interrupt applies per call interruption attempted. The Operator Assistance charge applies per assistance request.

(b) Switched Access Charges

Switched Access Service per access minute charges do not apply to Inward Assistance Services. Recurring usage costs are included in the flat rate charges specified in (a) preceding.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.8 Manner of Provision

Switched Access is furnished in either quantities of lines or trunks, or in busy hour minutes of capacity (BHMCs). FGA Access and FGB Access are furnished on a per-line or per-trunk basis respectively. FGC and FGD Access is furnished on a BHMC basis.

BHMCs are differentiated by type and directionality of traffic carried over a Switched Access Service arrangement.

Differentiation of traffic among BHMC types is necessary for the Telephone Company to properly design Switched Access Service to meet the traffic carrying capacity requirement of the customer. There are two major BHMC categories identified as Originating and Terminating. Originating BHMCs represent access capacity for carrying traffic from the end user to the customer. Terminating BHMCs represent access capacity for carrying traffic from the customer to the end user. When ordering capacity for FGC and FGD Access, the customer must at a minimum specify access capacity in terms of Originating BHMCs and/or Terminating BHMCs. Because some customers will wish to further segregate their originating traffic into separate trunk groups, or because segregation may be required by network considerations, Originating BHMCs are further categorized into Domestic, 800, 900, Operator and IDDD. Domestic BHMCs represent access capacity for carrying only domestic traffic other than 800, 900 and Operator traffic; IDDD BHMCs represent access capacity for carrying only international traffic; and 800, 900 and Operator BHMCs represent access capacity for carrying, respectively, only 800, 900 or Operator traffic. When ordering such types of access capacity, the customer must specify Domestic, 800, 900, Operator or IDDD BHMCs.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.9 Common Switching Transport Termination Optional Features

(A) Common Switching Nonchargeable Optional Features

(1) Call Denial on Line or Hunt Group

This option allows for the screening of terminating Feature Group A calls. There are two screening arrangements available with this option as follows:

(1) limiting terminating calls for completion to only 411 or 555-1212 whichever is available, 611, 911, 800, 888 and a Telephone Company specified set of NXXs within the Telephone Company local exchange calling area of the dial tone office in which the arrangement is provided or (2) limiting terminating calls to completion to only the NXXs associated with all end offices in the LATA, i.e., the call cannot be further switched or routed out of the LATA nor will calls be completed to 411 or 555-1212 whichever is available, 611, 911, 800 or 888. All other calls are routed to a reorder tone or recorded announcement. Arrangement 1 is provided in all Telephone Company electronic end offices and, where available, in electromechanical end offices. Arrangement 2 is provided where available. This feature is available with Feature Group A.

(2) Service Code Denial on Line or Hunt Group

This option allows for the screening of terminating calls within the LATA, and for disallowing completion of calls to 0-, 555 and N11 (e.g., 411, 611 and 911). This feature is provided where available in all Telephone Company electronic end offices and electromechanical end offices. It is available with feature Group A.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(3) Hunt Group Arrangement

This option provides the ability to sequentially access one of two or more line side connections in the originating direction, when the access code of the line group is dialed. It is available with FGA. This arrangement contemplates one access code (i.e., telephone number) per arrangement.

This option provides the ability to sequentially access one of two or more lines in the terminating direction, when the hunting number of the line group is forwarded from the customer to the Telephone Company.

(4) Uniform Call Distribution Arrangement

This option provides a type of multiline hunting arrangement which provides for an even distribution of calls among the available lines in a hunt group. Where available, this feature is provided in Telephone Company electronic end offices only. It is available for originating use with Feature Group A and for terminating use with Special Access used with a Switched Access Interface.

(5) Nonhunting Number for Use with Hunt Group or Uniform Call Distribution Arrangement

This option provides an arrangement for an individual line within a multiline hunt or uniform call distribution group that provides access to that line within the hunt or uniform call distribution group when it is idle or provides busy tone when it is busy, when the nonhunting number is dialed. Where available, this feature is provided in Telephone Company electronic end offices only. It is available with Feature Group A and Special Access lines used with Switched Access Interface.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(6) Automatic Number Identification (ANI)

- (a) This option provides the automatic transmission of a seven (7) or ten (10) digit number and information digits to the customer designated premises for calls originating in the LATA, to identify the calling station. The ANI feature is an end office software function which is associated on a call-by-call basis with
- (i) all individual transmission paths in a trunk group routed directly between an end office and a customer designated premises or, where technically feasible, with
- (ii) all individual transmission paths in a trunk group between an end office and a Telephone Company access tandem, and a trunk group between a Telephone Company access tandem and a customer designated premises.
- (b) The seven (7) digit ANI telephone number is generally available with Feature Groups B and C. When a customer orders SS7* Signaling, ANI will be automatically provided. In instances where ANI is unavailable, the customer will automatically receive the Charge Number Parameter feature as specified in 6.3.9(A)(28). With these Feature Groups, technical limitations may exist in Telephone Company switching facilities which require ANI to be provided only on a directly trunked basis. ANI will be transmitted on all calls except those originating from multiparty lines, coin stations and coinless pay telephones using Feature Group B, or when an ANI failure has occurred. Seven digit ANI is not available with SS7 Signaling.

(*) SS7 Signaling is available only where technically feasible.

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(6) Automatic Number Identification (ANI) (Cont'd)

- (c) The ten (10) digit ANI telephone number is only available with Feature Group D. The ten (10) digit ANI telephone number consists of the Numbering Plan Area (NPA) plus the seven (7) digit ANI telephone number. The ten (10) digit ANI telephone number will be transmitted on all calls except those identified as multiparty line or ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below). Ten digit ANI is provided with multifrequency address signaling or SS7* signaling.
- (d) With Feature Group C, at the option of the customer, ANI may be ordered from end offices where Telephone Company recording for end user billing is not provided. Additionally, ANI is provided from end offices where message detail recording is not required by the Telephone Company; as with 800/888 service.
- (e) ANI is not provided from FGC end offices where the Telephone Company forwards ANI to its recording equipment. Where ANI cannot be provided, e.g., on calls from four (4) and eight (8) party service, information digits will be provided to the customer.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(6) Automatic Number Identification (ANI) (Cont'd)

(e) (Cont'd)

The information digits identify:

- (i) telephone number is the station billing number - no special treatment required,
- (ii) multiparty line - telephone number is a four (4) or eight (8) party line and cannot be identified - number must be obtained via an operator or in some other manner,
- (iii) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner,
- (iv) hotel/motel originated call which requires room number identification.
- (v) coinless station, hospital, inmate, etc. call which requires special screening or handling by the customer, and
- (vi) call is an Automatic Identified Outward Dialed (AIOD) call from customer premises equipment. The ANI telephone number is the listed telephone number of the customer and is not the telephone number of the calling party.

These ANI information digits generally are available with Feature Groups B, C and D.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(6) Automatic Number Identification (ANI) (Cont'd)

(f) Additional ANI information digits are available with Feature Group D only. They include:

- (i) InterLATA restricted - telephone number is identified line
- (ii) InterLATA restricted - hotel/motel line
- (iii) InterLATA restricted - coinless, hospital, inmate, etc., line

These information digits will be transmitted as agreed to by the customer and the Telephone Company.

(g) Restrictions on Use and Sale of ANI

(i) Interstate access customers of this tariff may use ANI in the following manner:

- For billing & collection information, for routing, screening, and completing the originating subscriber's call or transaction, or for services directly related to the originating telephone subscriber's call or transaction.
- The customer may use ANI to offer a product or service that is directly related to the products or services previously acquired from the customer by the originating subscriber.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(6) Automatic Number Identification (ANI) (Cont'd)

(g) Restrictions on Use and Sale of ANI (Cont'd)

(ii) Interstate access customer of this tariff may not use ANI in the following manner:

- Reusing or selling the telephone number or billing information without first notifying the originating telephone subscriber and obtaining the affirmative consent of such subscriber for such reuse or sale.
- Disclosing (except as permitted in (i), preceding), any information derived from the CPN for any purpose other than 1) performing the services or transactions that are the subject of the originating subscriber's call, 2) ensuring network performance security and the effectiveness of call delivery, 3) compiling, using, and disclosing aggregate information, and 4) complying with applicable law or legal process.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(7) Up to Seven (7) Digit Outpulsing of Access Digits to Customer

This option generally provides for the end office capability of providing up to seven (7) digits of the uniform access code (950-0XXX, 950-1XXX) to the customer designated premises. The customer can request that only some of the digits in the access code be forwarded. The access code digits would be provided to the customer designated premises using multifrequency signaling, and transmission of the digits would precede the forwarding of ANI if that feature were provided. It is available with Feature Group B.

(8) Revertive Pulse Address Signaling

This option provides for a dc pulsing arrangement that transmits intelligence in the following manner:

- (a) The equipment at the originating location presents itself to represent the number of pulses required to count the pulses received from the terminating location.
- (b) The equipment at the terminating location transmits a series of pulses by the momentary grounding of its battery supply until the originating location breaks the dc path to indicate that the required number of pulses has been counted.

This option is available with Feature Group C.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(9) Delay Dial Start-Pulsing Signaling

This option provides a method of indicating to the near end trunk circuit readiness to accept address signaling information by the far end trunk circuit. Delay dial is often referred to as an off-hook, on-hook signaling sequence. The delay dial signal is the off-hook interval and the star-pulsing signal is the on-hook interval. With integrity check, the calling office will not outpulse until a delay dial (off-hook) signal followed by a start-pulsing (on-hook) signal has been identified at the calling office. This option is available with Feature Group C.

(10) Dial Pulse Address Signaling

This option provides for the forwarding of dial pulses from the Telephone Company end office to the customer without the need of a star-pulsing signal from the customer. It is available with Feature Group C.

(11) Immediate Dial Pulse Address Signaling

This trunk side option provides for the transmission of number information, e.g., called number, between the end office switching system and the customer designated premises (in either direction) by means of direct current pulses. It is available with Feature Group C.

(12) Panel Call Indicator Address Signaling

This option provides a dc pulsing arrangement in which each digit is transmitted as a series of four (4) marginal and polarized impulses. It is available with Feature Group C.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(13) Service Class Routing

This option provides the capability of directing originating traffic from an end office to a trunk group to a customer designated premises, based on the line class of service (e.g., coin, multiparty or hotel/motel), service prefix indicator (e.g., 0-, 0+ or 011+). It is provided in suitably equipped end office or Telephone Company access tandem switches and is available with Feature Groups C and D.

(14) Alternate Traffic Routing

When the customer orders both Direct Trunked Transport and Tandem Switched Transport at the same end office, this option provides the capability of directing originating traffic from an end office (or appropriately equipped access tandem) to a trunk group (the "high usage" group) to a customer designated premises until that group is fully loaded, and then delivering additional originating traffic (the "overflowing" traffic from the same end office or access tandem to a different trunk group (the "final" group) to a second customer designated premises. The customer shall specify the last trunk CCS desired for the high usage group. It is provided in suitably equipped end office or access tandem switches. It is available with Feature Groups B, C and D.

When alternate routing is available, the FGD traffic will be directly measured. If the Telephone Company cannot measure the traffic, it will be estimated based on a twenty-four (24) hour period representative of actual routing.

When a FGD, 500 SAC customer subscribes to Signaling for Tandem Switching and Alternate Traffic Routing the customer may have a maximum of two routes which the traffic can overflow.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(15) Trunk Access Limitation

This option provides for the routing of originating 900 service calls to a specified number of transmission paths in a trunk group, in order to limit (choke) the completion of such traffic to the customer. Calls to the designated service which could not be completed over the subset of transmission paths in the trunk group, i.e., the choked calls, would be routed to reorder tone. It is provided in all Telephone Company electronic end offices and where available in electromechanical end offices. It is available with Feature Groups C and D.

Calls to a 900 number dialed via 1+ from coin telephones, 0-, 10XXX, Inmate Service, and Hotel/Motel Service will be blocked. Calls to a 900 number dialed via 0+ will normally be blocked. Orders received from customers to unblock 0+ calls to a 900 number will be accommodated where suitably equipped facilities exist.

(16) Call Gaping Arrangement

This option, provided in suitably equipped and office switches, provides for the routing of originating calls to 900 service to be switched in the end office to all transmission paths in a trunk group at a prescribed rate of low, e.g., one (1) call every five (5) seconds, in order to limit (choke) the completion of such traffic to other customers. Calls to the designated service which are denied access by this feature, i.e., the choked calls, would be routed to a no-circuit announcement. It is provided in selected Feature Group D equipped end offices and is available only with Feature Group D. The customer shall provide the Telephone Company notification of media stimulated mass calling events (e.g., 800, 900 option polls). Such notification, if received at least twenty-four (24) hours prior to the event, will enable the Telephone Company to institute call gaping controls, where capability exists, so the controls will be in place when the event begins. Call gaping will be instituted as needed to protect the customer's and Telephone Company's networks.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(17) International Carrier Option

This option allows for Feature Group D end offices or Telephone Company access tandem switches equipped for International Direct Distance Dialing to be arranged to forward the international calls of one or more international carriers to the customer (i.e., the Telephone Company is able to route originating international calls to a customer other than the one designated by the end user either through presubscription or 10XXX dialing). This arrangement requires provision of written verification to the Telephone Company that the customer is authorized to forward such calls. The written verification must be in the form of a letter of agency authorizing the customer to order the option on behalf of the international carrier. This option is only provided at the Telephone Company end offices or Telephone Company access tandems equipped for International Direct Distance Dialing. It is available with Feature Group D.

(18) Band Advance Arrangement

This arrangement is available for Special Access Lines used with a Switching Interface. This option, which is provided in association with two or more groups, provides for the automatic overflow of terminating calls from a line group, that has exceeded its call capacity, to another line group with equal or a greater number of bands than that of the overflowing line group. This arrangement does not provide for call overflow from a group with a higher designation to one with a lower band designation.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(19) End Office End User Line Service Screening for Use with Special Access Service Utilized in the Provision of WATS or WATS-Type Services

This option provides the ability to verify that an end user has dialed a called party address (by screening the called NPA and/or NXX on the basis of geographical bands selected by the Telephone Company) which is in accordance with that end user's service agreement with the customer, e.g., WATS. This option is provided in all Telephone company electronic end offices and, where available, in electromechanical end offices which are designated as WATS Serving Offices. It is available with Feature Groups A, B, C and D.

(20) Hunt Group Arrangement for Use with Special Access Service Utilized in the Provision of WATS or WATS-Type Services

This option provides the ability to sequentially access one of two or more Special Access Services utilized in the provision of WATS or WATS-type services (e.g., 800/888 Service Special access services) in the terminating direction, when the hunting number of the Special Access Service group is forwarded from the customer to the Telephone Company. This feature is provided in all Telephone Company designated WATS Serving Offices. It is available with Feature Groups A, B, C and D.

(21) Uniform Call Distribution Arrangement for Use with Special Access Service Utilized in the Provision of WATS or WATS-Type Services

This option provides a type of multiline hunting arrangement which provides for an even distribution of terminating calls among the available Special Access Services utilized in the provision of WATS or WATS-type Services in the hunt group. Where available, this feature is only provided in Telephone Company designated WATS Serving Offices. It is available with Feature Groups A, B, C and D.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

((22) Nonhunting Number for Use with Hunt Group Arrangement or Uniform Call Distribution Arrangement for Use with Special Access Service Utilized in the Provision of WATS or WATS-Type Services

This option provides an arrangement for an individual Special Access Service utilized in the provision of WATS or WATS-type Services within a multiline hunt or uniform call distribution group that provides access to that Special Access Service within the hunt or uniform call distribution group when it is idle or provides busy tone when it is busy, when the nonhunting number is dialed. Where available, this feature is only provided in the Telephone Company designated WATS Serving Offices. It is available with Feature Groups A, B, C and D.

(23) Switched Data Service

(a) Switched 56

This option provides for a connection capable of up to 56 Kbps digital transmission between the customer's CDP and a suitably equipped end office. Switched Data service lines connected at those suitably equipped end offices will be accessed on a switched basis for digital transmission up to 56 Kbps. These locations are identified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 Wire Center and Interconnection Information.

This option is provided only with FGD. A separate FGD trunk group must be established for the provision of Switched Data Service. This trunk group requires the use of a DS1 digital interface as described in 6.2.1(A). Switched Data and Non Switched Data traffic may not be combined on the same trunk group.

Access is made via the standard dialing pattern as set forth in 6.3.4(A)(6).

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(23) Switched Data Service (Cont'd)

(a) Switched 64

This option provides for a connection capable of up to 64 Kbps digital transmission with clear channel capability between the customer's CDP and a suitably equipped end office. Clear channel capability allows for full bandwidth availability to the customer with no part of the channel used for control, framing or signaling.

Switched 64 requires all digital facilities including the use of a DS1 digital interface as described in 6.2.1(A) and is available only with FGD from end offices capable of providing SS7* signaling, Bipolar with Eight Zero Substitution (B8ZS) line code format and Integrated Services Digital Network (ISDN) or other Switched Data based services. These locations are identified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 Wire Center and Interconnection Information.

Access is made via the standard dialing pattern as set forth in 6.3.4(A)(6).

A separate FGD trunk group must be established for the provision of Switched 64 service. Switched data and non switched data traffic may not be combined on the same trunk group.

** SS7 Signalling is available only where technically feasible.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(24) Non Overlap Outpulsing

This option allows the customer to specify that all dialed digits must be received by the Telephone Company end office before any outpulsing takes place. After all dialed digits are received, the Telephone Company seizes a trunk toward the customer. This option is available with Feature Group D where technically feasible.

(25) Cut-Through

This option allows end users to reach the customer's premises by dialing 10XXX + #. This option provides for connection of the call to the premises of the customer indicated by the 10XXX code upon receipt of the end of dialing the # digit. The Telephone Company will not record any other dialed digits for these calls. This option is available with Feature Group D where technically feasible.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface

This arrangement provides the line switching and supervisory functions necessary to interface Voice Grade Special Access and Switched Access Services together for the provision of customer WATS and WATS-Type service. This service provides a transmission path capable of originating and/or terminating the customer's interstate and combined interstate/intrastate traffic. Combining of intrastate traffic will be provided in accordance with any individual state regulations as outlined in 6.3.9(A)(26)(e).

This arrangement is only available from Telephone Company designated end offices which are identified as WATS Serving Offices (WSO) in NECA Tariff FCC No. 4. Technical limitations resident in certain end offices switches may preclude the availability of certain Switched Access Interface features. Depending on the configuration selected below, the Telephone Company will provide such services from the closest WSO that is technically equipped to provide such services. Special Access Transport charges as described in Section 5.1.1 will be applicable to the WATS Serving Office appropriately equipped for the service feature requested.

The Switched Access portion of this arrangement is available from Section 6 of this tariff, except as set forth in 6.3.9(A)(26)(e) following and provides connectivity from the Telephone Company's WATS Serving Office to the CDP of the customer. The Special Access portion of this feature is available from Section 7 of this tariff and provides connectivity from the Telephone Company's WATS Serving Office to the end user's CDP.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

Switched Access Interface Service is available in the following configurations/features:

(a) Originating Only Feature

The Originating Only Feature is available from appropriately equipped WATS Serving Offices on a per line basis and provides for the transporting of interstate calls from a special access line to the customer via either FGA, FGB, FGC or FGD switched access. It is provided in the following two arrangements:

(i) Restricted Geographic Screening Arrangement - Originating Only

This arrangement provides the ability to screen a dialed number by NPA and/or NXX on the basis of a geographical band which is in accordance with an end user's service agreement with the customer. The geographical bands available are those in effect as of the effective date of this tariff provision. The customer must provide the Telephone Company with the band information required for each Special Access line subscribed to this service.

This arrangement is provided when used exclusively for interstate traffic (excluding international). This arrangement is not available for Multi-jurisdictional traffic (combined interstate and intrastate) as set forth in 6.3.9(A)(26)(a)(ii) following.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(a) Originating Only Feature (Cont'd)

(i) Restricted Geographic Screening Arrangement - Originating Only (Cont'd)

This arrangement is available from appropriately equipped WATS Serving Offices in conjunction with FGC and FGD and provides for:

- the transporting of all interstate 1+NPA/NXX-XXXX and 1+FNPA-555-1212 calls to Directory Numbers that are associated with a customer selected geographic band to the customer;
- the blocking of all 1+500-NXX-XXXX, 0+500-NXX-XXXX, 1+700-NXX-XXXX and 1+900-NXX-XXXX calls;
- the blocking of all 0+NPA-NXX-XXXX calls;
- the transporting of all calls originated by dialing 0 (zero) to the Telephone Company operator;
- the transporting of all calls originated by dialing 00 (Zero, Zero) to the IC customer (available only with FGD);
- the blocking of all international calls preceded by the access codes 01 and 011; and
- the blocking of all calls preceded by the access code 101XXXX.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(a) Originating Only Feature (Cont'd)

(ii) Unrestricted Arrangement - Originating Only

This arrangement is a multi-jurisdictional offering provided from a Telephone Company appropriately equipped WATS Serving Office and provides for the transporting of interstate and intrastate calls from a Special Access Line to the customer via FGA, FGB, FGC and/or FGD Switched Access. FGA access is obtained from a WATS Serving Office by dialing a standard seven digit number. FGB access is obtained from a WATS Serving Office by dialing 950 1/0XXX or 1+950 1/0XXX. The combining of interstate and intrastate traffic will be in accordance with 6.3.9(A)(26)(e) following. This arrangement provides for transporting the following types of calls:

- 1+NPA-NXX-XXXX, 1+700-NXX-XXXX, and 1+FNPA-555-1212 calls to the IC customer or via facilities of the Telephone Company where state restrictions exist as detailed in 6.3.9(A)(26)(e) following;
- 1+800-NXX-XXXX and 1+900-NXXXXXX calls to the carrier designated by the digits dialed;
- 1+500-NXX-XXXX or 0+500-NXX-XXXX calls to the carrier in accordance with the 500 Customer Identification function described in 6.3.13.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(a) Originating Only Feature (Cont'd)

(ii) Unrestricted Arrangement - Originating Only
(Cont'd)

- calls originated by dialing 0 (zero) to the Telephone Company operator;
- calls originated by dialing 00 (zero, Zero) to the IC customer (available only with FGD);
- calls originated by dialing 01 or 011 to the IC customer; and
- 1+ or 0 (zero)+NPA-NXX-XXXX calls preceded by the access code 10XXX to the carrier designated by the dialed digits (available only with FGD).

(iii) Optional Access Code Arrangement

Subject to technical availability, on an individual line basis, calls preceded by the access code 10XXX will be blocked.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(b) 800/888 Type Terminating Only Feature

The 800/888 Type Terminating Only feature is available on a per-line basis from appropriately equipped WATS Serving Offices and provides for the termination of all calls from the subscribing carrier (originated on a 1+800/888 basis) directed to the Special Access via FGA, FGB, FGC and FGD Switched Access. This optional arrangement is not available with Signaling for Tandem Switching.

(c) Combined Originating/800/888 Type Terminating Calling Feature

The Combined Originating/Terminating Calling feature is available on a per-line basis from appropriately equipped WATS Serving Offices and provides the functionalities of both the Originating Only and the 800/888 Type Terminating Only features. This optional arrangement is not available with Signaling for Tandem Switching.

(d) The following matrix details the direction, call type, service prefix and traffic types provided on each Switched Access Interface Arrangement.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(d) (Cont'd)

Switched Access Interface Arrangements

Section Ref.	Restricted Geographic Screening Arrangement (26)(a)(i)	Unrestricted Arrangement (26)(a)(ii)	800/888 Type Terminating Only (26)(b)	Combined Originating/ 800/888 Type Termination (26)(c)
<u>Directionality</u>				
Originating Only	X	X		
Terminating Only			X	
Two-Way				X
<u>Call Type (1+)</u>				
Local	B	B	B	B
IntraLATA/Intrast.	B	R/D*	C	R/D/C*
IntraLATA/Interst.	D	D	C	D/C

- D = Telephone Company DELIVERS traffic to the customer.
- R = Telephone Company RETAINS and complete traffic.
- C = Telephone Company COMPLETES traffic to the end user's premises.
- B = Telephone Company BLOCKS traffic to an announcement.

* Intrastate traffic will be delivered to the customer except where a state restriction on the passage of intraLATA and/or interLATA traffic exists. These restrictions are detailed in 6.3.9(A)(26)(e) following.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(d) (Cont'd)

Switched Access Interface Arrangements

Section Ref.	Restricted Geographic Screening Arrangement	Unrestricted Arrangement	800/888 Type Terminating Only	Combined Originating/ 800/888 Type Termination
	(26)(a)(i)	(26)(a)(ii)	(26)(b)	(26)(c)
<u>Service Prefix</u>				
0-	R	R		R
00-	D	D		D
0+	B	D*		D*
IDDD	B	D		D
101XXXX	B	D/B		D/B
<u>Traffic Type</u>				
411	B	B		B
911	R	R		R
976	R	R		R
700	B	D		D
500/800/888/900	B	D		D

- D = Telephone Company DELIVERS traffic to the customer.
- R = Telephone Company RETAINS and complete traffic.
- C = Telephone Company COMPLETES traffic to the end user's premises.
- B = Telephone Company BLOCKS traffic to an announcement.

* Intrastate traffic will be delivered to the customer except where a state restriction on the passage of intraLATA and/or interLATA traffic exists. These restrictions are detailed in 6.3.9(A)(26)(e) following.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(26) Switched Access Interface (Cont'd)

(e) Intrastate Traffic Restriction

An interstate Switched Access Interface and an intrastate Switched Access Interface must be ordered for the provisioning of multi-jurisdictional access.

Unless the customer subscribes to the 101XXX blocking option offered in 6.3.9(A)(26)(a)(ii) preceding, all calls carried over a Special Access Line used in conjunction with a Switched Access Interface for multi-jurisdictional access will be passed to the customer for completion except where a state restriction exists as follows.

State restrictions on the passage of interLATA intrastate traffic exist in the following states:

None

The terms, conditions, and rates for the interstate Special Access and Switched Access associated with this feature are as set forth in Sections 6 and 7 of this tariff. The terms, conditions, and rates for the intrastate Switched Access are as set forth in the Telephone Company Facilities for Intrastate Access tariffs.

When the customer orders Special Access from Section 7 of this tariff for the facilities between the end user's premises and the WATS Serving Office for use with Multi-jurisdictional Access as set forth above, and if the Telephone Company intrastate tariff also provides for customer billing for these facilities, the customer will be exempted from the intrastate charge.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(27) Signaling System 7 (SS7) * Out of Band Signaling

This option is provided in conjunction with Common Channel Signaling System 7 (CCS7) * Access Service described in 6.3.11 and is only available with FGD, 500, 800, 888 or 900 Access service. SS7* Out of Band Signaling provides common channel out of bank transmission of address and supervisory SS7* protocol signaling information between the end office or Telephone Company access tandem switching systems and the customer's premises. FGD, 500, 800, 888 and 900 Access service, equipped with SS7* Out of Band Signaling, are available with Interface Groups 6 (DS1), 7 (DS1C), and 9 (DS3). SS7* Out of Bank Signaling is provided at suitably equipped Telephone Company end office or Telephone Company access tandem switches. The technical specifications for SS7* Out of Band Signaling are described in Bellcore Technical Reference Publication TR-TSV-000905. When a customer orders SS7* Signaling, ANI and/or Calling Party Number will be provided with SS7* service.

(*) SS7 Signaling is available only where technically feasible.

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(28) Calling Party Number (CPN) Parameter

The CPN parameter, available as a nonchargeable option for originating FGD with SS7* Out of Band Signaling, provides for the automatic transmission of the ten digit directory number, associated with a calling station, to the customer's premises for originating calls. The ten digit number consists of the NPA plus the seven digit telephone number which may or may not be the same number as the calling station's charge number. The CPN parameter also includes a "privacy indicator" which allows the ten digit telephone number to be coded as presented or restricted for delivery to the called end user. This feature is automatically provided with originating FGC and FGD with SS7* Signaling. CPN and SS7* Signaling are available only where technically feasible. The technical specifications for CPN are described in Bellcore Technical Reference Publication TR-TSV000905.

(a) Restrictions on Use and Sale of

(i) Interstate access customers of this tariff may use CPN in the following manner:

- For billing and collection information, for routing, screening, and completing the originating subscriber's call or transaction, or for services directly related to the originating telephone subscriber's call or transaction.

The customer may use CPN to offer a product or service that is directly related to the products or services previously acquired from the customer by the originating subscriber.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(28) Calling Party Number (CPN) Parameter (Cont'd)

(a) Restrictions on Use and Sale of CPN (Cont'd)

(ii) Interstate access customers of this tariff may not use CPN in the following manner:

- Reusing or selling the telephone number or billing information without first notifying the originating telephone subscriber and obtaining the affirmative consent of such subscriber for such reuse or sale.
- Disclosing (except as permitted in (i), preceding) any information derived from the CPN for any purpose other than 1) performing the services or transactions that are the subject of the originating subscriber's call, 2) ensuring network performance security and the effectiveness of call delivery, 3) compiling, using, and disclosing aggregate information, and 4) complying with applicable law or legal process.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(29) Carrier Selection Parameter (CSP)

The CSP parameter, available as a nonchargeable option for originating FGD and SS7* Out of Band Signaling, provides for the automatic transmission of a signaling indicator which signifies to the customer whether or not a given call originated from a presubscribed line. If the line was presubscribed, the indicator will signify if the end user did or did not dial 10XXX. The technical specifications for CSP are described in Bellcore Technical Reference Publication TR-TSV-000905.

(30) Charge Number (CNP) Parameter

The Charge Number Parameter, available as a nonchargeable option for originating FGD with SS7* Out of Band Signaling, is equivalent to the existing ten digit Automatic Number Identification (ANI) available with FGD with MF signaling. The CNP provides for the automatic transmission of the ten digit billing number of the calling station and the originating line information. The technical specifications for CN are described in Bellcore Technical Reference Publication TR-TSV-000905.

(a) Restrictions on Use and Sale of CNP

(i) Interstate access customers of this tariff may use CNP in the following manner:

- For billing and collection information, for routing, screening, and completing the originating subscriber's call or transaction, or for services directly related to the originating telephone subscriber's call or transaction.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(30) Charge Number (CNP) Parameter

(a) Restrictions on Use and Sale of CNP (Cont'd)

(i) (Cont'd)

- The customer may use CNP to offer a product or service that is directly related to the products or services previously acquired from the customer by the originating subscriber.

(ii) Interstate access customers of this tariff may not use CNP in the following manner:

- Reusing or selling the telephone number or billing information without first notifying the originating telephone subscriber and obtaining the affirmative consent of such subscriber for such reuse or sale.
- Disclosing, except as permitted in (i), preceding, any information derived from the CNP for any purpose other than 1) performing the services or transactions that are the subject of the originating subscriber's call, 2) ensuring network performance security and the effectiveness of call delivery, 3) compiling, using, and disclosing aggregate information, and 4) complying with applicable law or legal process.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(A) Common Switching Nonchargeable Optional Features (Cont'd)

(31) Dual Tone Multifrequency Address Signaling

This option allows reception of called party address signals from the customer in the form of Dual Tone Multifrequency (DTMF) signals. It is provided in all Telephone Company end offices where available. When FGA arrangements are provided as part of a hung group or uniform call distribution group, and the customer requires DTMF address signaling, then all arrangements in the hung group or uniform call distribution group will be so equipped. It is available with FGA.

(32) Customer Specification of Switched Access Directionality

This option allows the customer to specify the directionality of the trunk group (i.e., originating, terminating, or two-way) in lieu of Telephone Company specification. It is available with all Feature Groups. Rates and Charges will be developed on an Individual Case Basis.

(33) Signaling for Tandem Switching

This option allows for the passing of the Carrier Identification Code (CIC) and the OZZ code, or equivalent information needed to perform tandem switching functions. The CIC identifies the interexchange carrier and the OZZ code identifies the interexchange carrier's trunk group to which traffic is routed. This option is only available with FGD Switched Access, 500 and 900 services and can only be provided from equal access end offices. This option is not available from end offices that use alternate technology to provide equal access capabilities, or from Telephone Company access tandem switches.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(B) Transport Termination Nonchargeable Optional Features

(1) Rotary Dial Station Signaling

This option provides for the transmission of called party address signaling from rotary dial stations to the customer designated premises for originating calls. This option is provided in the form of a specific type of Transport Termination. It is available with Feature Group B, only on a directly trunked basis.

(2) Operator Trunk - Coin, Non-Coin, or Combined Coin and Non-Coin

This option may be ordered to provide coin, non-coin, or combined coin and non-coin operation. It is available only with Feature Group C and is provided in electronic end offices and other Telephone Company end offices where equipment is available. It is provided as a trunk type of Transport Termination.

Coin:

This arrangement provides for initial coin return control and routing of 0+, 0-, 1+, 01+ or 011+, respectively. Because operator assisted coin calling traffic is routed over a trunk group dedicated to operator assisted calls, this arrangement is only provided in association with the Service Class Routing option.

The operator assistance coin calling arrangement is also normally ordered by the customer in conjunction with the ANI optional feature, since the preponderance of trunk groups equipped with this arrangement will be terminated in the customer's TSPS systems, rather than in the customer's manual cord boards.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(B) Transport Termination Nonchargeable Optional Features (Cont'd)

(2) Operator Trunk - Coin, Non-Coin, or Combined Coin and Non-Coin (Cont'd)

Non-Coin:

This arrangement provides for the routing of 0+, 0-, 1+, 01+ or 011+, respectively. Because operator assisted non-coin calling traffic is routed over a trunk group dedicated to operator assisted calls, this arrangement is only provided in association with the Service Class Routing option.

The operator assistance non-coin calling arrangement is also normally ordered by the customer in conjunction with the ANI option a feature, since the preponderance of trunk groups equipped with this arrangement will be terminated in the customer's TSPS systems, rather than in the customer's manual cord boards. When so equipped, the ANI feature provides for the forwarding of information digits which identify that the call has originated from a hotel or motel, and whether room number identification is required, or that special screening is required, e.g., for coinless public stations, dormitory or inmate stations, other screening arrangements agreed to between the customer and the Telephone Company.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.9 Common Switching Transport Termination Optional Features (Cont'd)

(B) Transport Termination Nonchargeable Optional Features (Cont'd)

(2) Operator Trunk - Coin, Non-Coin, or Combined Coin and Non-Coin (Cont'd)

Combined Coin and Non-Coin:

This arrangement provides for initial coin return control and routing of 0+, 0-, 1+ or 011+, respectively. Because operator assisted coin and non-coin calling traffic is routed over a trunk group dedicated to operator assisted calls, this arrangement is only provided in association with the Service Class Routing option.

This arrangement is normally ordered by the customer in conjunction with the ANI optional feature, since the preponderance of trunk groups equipped with this arrangement will be terminated in the customer's operator services systems, rather than the customer's manual cord boards. When so equipped, the ANI optional feature provides for the forwarding of information digits which identify that the call has originated from a hotel or motel, and whether room number identification is required, or that special screening is required, e.g., for coinless public stations, dormitory or inmate stations, or other screening arrangements agreed to between the customer and the Telephone Company.

(3) Operator Trunk-Full Feature

This option provides the initial coin return control function to the customer's operator. It is available with Feature Group D and is provided as trunk type for Transport Termination.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.10 Line Information Data Base (LIDB) Query Service

(A) General

Line Information Data Base (LIDB) Query Service, available to Operator Service Providers (OSPs), provides OSPs the ability to access billing validation data in conjunction with Common Channel Signaling System 7 (CCS7) Access service.

(B) Description

LIDB Query Service is offered by the Telephone Company to its customers to provide access to billing validation data, residing in Telephone Company data bases, for use with an in support of Alternate Billing services such as Calling Card, Collect Calls and Third Number Billing. Alternate Billing services provide customers' end users the ability to bill calls to an account not necessarily associated with the originating line. LIDB Query Service will allow customers to validate Telephone Company calling cards, to screen billing numbers for collect call and/or third number call acceptance, and to perform public telephone line number checks to prevent the alternate billing of calls to public telephones. The customer must subscribe to CCS7 Access service as described in Section 6 in order to obtain access to the Telephone Company's LIDB. The location of the Telephone Company's RSTP switches are indicated in NECA Tariff FCC No. 4.

Customers subscribing to LIDB Query Service originate queries to the LIDB from an operator services system (OSS) identified by an originating point code (OPC). The LIDB query is routed from the CDP over the CCS7 access connection through one of the Telephone Company RSTPs to the Telephone Company's LIDB. The requested billing validation data, in the form of signaling information, is passed back via one of the Telephone Company's interconnecting RSTPs to the CDP.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.10 Line Information Data Base (LIDB) Query Service (Cont'd)

(B) Description (Cont'd)

LIDB Query Service will provide the following functions on a per query basis:

- Validation of calling card information stored on the Telephone Company's LIDB.
- Determination of whether collect or third number calls may be billed to a given line number.
- Determination of whether the billed line in the billed number screening query is a public telephone number.

(1) Limitations

Unless expressly authorized in writing by the customer and the Telephone Company, LIDB Query Service is not to be used for purposes other than those LIDB functions described herein. LIDB Query Service is to be used for those services only on an on-line call-by-call basis and accessed LIDB data may not be stored elsewhere for future use or for any other reason.

(2) Rate Elements

The application of rates and charges for LIDB Query service is set forth in 6.3.10(C). The rates for LIDB Query service are set forth in 6.3.10(D).

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.10 Line Information Data Base (LIDB) Query Service (Cont'd)

(C) Obligations of the Telephone Company

(1) LIDB Validation System Updates

As a part of the normal business operation of LIDB Query service, the Telephone Company will, on a business day basis, add, delete, and modify end user customer accounts as such customers move, become delinquent on their accounts, or order new service. Emergency or priority updates will be made reflecting lost, stolen, or otherwise compromised calling cards on at least a daily basis. The Telephone Company will conduct annual audits of the LIDB where line information for all working exchange access lines and calling cards is audited. The Telephone Company will monitor calling card validation and take timely steps to generate high usage reports to detect and stop fraudulent calling card use.

(2) CCS7 Network Performance

The Telephone Company supports the performance standards contained in Section 7 of TR-TSV-000905. The overall end-to-end CCS7 network objective is less than ten minutes unavailability per year from any Signal Point (SP) to any other SP. The performance objective for any single SP, including a Service Control Point, (SCP), is less than three minutes unavailability per year. The combined link set from the SCP to the RSTP has a performance objective of less than two minutes unavailability per year.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.10 Line Information Data Base (LIDB) Query Service (Cont'd)

(C) Obligations of the Telephone Company (Cont'd)

(3) LIDB Validation System

LIDB validation system downtime is required to be less than twelve hours per year. The LIDB validation system is capable of processing up to 75 queries per second. The response time for a query, from transmission to reception, is less than one second and should not exceed two seconds for 99 percent of all queries.

(4) LIDB Query Gapping

During periods of LIDB validation system congestion, the Telephone Company will utilize an automatic query gapping procedure to control such congestion. Automatic query gapping controls congestion via a gap and duration index which tells the switch the gap (how long the switch should wait before sending another query to the LIDB) and the duration (how long the switch should continue to perform gapping). For example, if gapping is invoked, every third query might be dropped. This query gapping procedure will be applied uniformly to all users of the Telephone Company's LIDB. The Telephone Company reserves the right to invoke manual intervention in the automatic query gapping procedure to preserve the integrity of the network.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

6.3.10 Line Information Data Base (LIDB) Query Service (Cont'd)

(D) Rate Regulations

Rates and charges for LIDB Query Service apply as follows:

(1) LIDB Query Transport Charge

A LIDB Query Transport charge applies to each query received at the Telephone Company Service Control Point (SCP). Per query charges are accumulated over a monthly period and are billed to the customer on a monthly basis.

(2) LIDB Query Charge

A LIDB Query charge applies to each query received at the Telephone Company SCP and processed at the Telephone Company LIDB. Per query charges are accumulated over a monthly period and are billed to the customer on a monthly basis.

(3) Nonrecurring Ordering Charges

LIDB Query service is ordered in conjunction with CCS7 Access service under the provisions set forth in Section 5.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

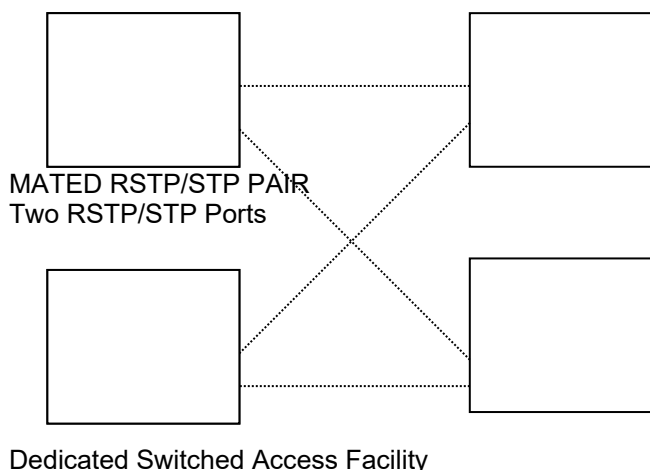
6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.11 Common Channel Signaling System 7* Access Service

Common Channel Signaling System 7 (CCS7)* Access service provides an interconnection between the Common Channel Signaling (CCS) network of the Telephone Company and a customer's CCS network or SS7* capable voice/data network using Dedicated Switched Access facilities and Regional Signal Transfer Point (RSTP) Ports of Signal Transfer Point (STP) Ports. CCS7* Access service provides the connection between the Telephone Company's RSTP or STP and the CDP to allow customers to access Telephone Company provided services requiring CCS7* connectivity. CCS7* Access service provides for the transmission of network control and other signaling information from the Telephone Company's RSTP, via the RSTP Port and Dedicated Switched Access facilities, to the CDP or from the Telephone Company's STP, via the STP Port and Dedicated Switched Access facilities, to the CDP. The technical interface specifications are as described in Bellcore Technical Reference Publication TR-TSV-000905. The location of the Telephone Company's RSTP and STP switches are indicated in NECA Tariff FCC No. 4.

CCS7 Access Service may interconnect customer's paired STPs to one of two sets of Telephone Company RSTPs or to one or more of four sets of Telephone Company STPs. With this arrangement, the customer is connected to two RSTPs and four RSTP Ports via four Dedicated Switched Access facilities or to two STPs and four STP Ports via four Dedicated Switched Access facilities. The following diagram depicts a generic view of this arrangement.



(*) SS7 Signalling is available only where technically feasible.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.11 Common Channel Signaling System 7* Access Service (Cont'd)

CCS7* Access Service for Line Information Data Base (LIDB) Query Service is provided at the mated RSTP pair deployed in the locations listed below.

CCS7* Access Service for SS7* Out of Band Signaling is provided from the following mated RSTP or STP pairs for the corresponding jurisdictions as shown below:

<u>Mated RSTP Pair Location</u>	<u>Jurisdiction Served</u>
Cookville and Powell, TN	Tennessee,
Middletown and Gloversville, NY	West Virginia, New York
Elk Grove and Susanville, CA	Utah, Oregon
	Idaho, Nevada
	Arizona, California

Rate regulations and charges applicable to CCS7 Access service are in 6.7 and Section 20.

6.3.12 Signaling for Tandem Switching

Signaling for Tandem Switching, offered in conjunction with FGD Access or 800/888 Access Service, provides the carrier identification code (CIC) and the OZZ code as described in 6.3.9(A)(33) to determine the customer and trunk group(s) to whom MTS/MTS-type calls are to be routed. The Switched Access portion of this arrangement is available from this section of the tariff. The Special Access portion of this arrangement is available from Section 7 of this tariff and provides the connectivity from the customer's access tandem switch to an IC's CDP.

Rate regulations applicable to Signaling for Tandem Switching are found in 6.7.5.

(*) SS7 Signalling is available only where technically feasible.

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.3 Provision and Description of Switched Access Service Feature Groups (Cont'd)

(C)

6.3.13 500 Customer Identification Function

This function provides for screening of the first six digits of all 500-NXX-XXXX type calls generated by end users to determine the customer to which the call is to be routed. This function is provided in conjunction with 500 SAC Access Service and with FGC and FGD. This function is available with Tandem Switch Signaling.

6.3.14 Carrier Identification Parameter (CIP)

This function provides for the transmission of Carrier Identification Code (CIC) information to customers on originating Feature Group D switched access service. CIP is available from suitably equipped end offices and access tandems, when the SS7 signaling option is specified. When CIP is provided, the switch will transmit to the customer premises the 4 digit CIC of the presubscribed line or the CIC selected when the end user places a call using 101XXXX dialing. CIP is available on an originating basis as a chargeable optional feature with originating or two way Feature Group D trunk groups.

Rates for CIP are found in Section 20 of this tariff.

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.4 Transmission Specifications

Each Switched Access Service transmission path is provided with standard transmission specifications. There are three different standard specifications (Types A, B and C). The standard for a particular transmission path is dependent on the Feature Group, the Interface Group and whether the service is directly routed or via a Telephone Company access tandem. The available transmission specifications are set forth in Section 11.2 following. Data Transmission Parameters are also provided with each Switched Access Service transmission path. The Telephone Company will, upon notification by the customer that the data parameters set forth in Section 11.2.2 are not being met, conduct tests independently or in cooperation with the customer, and take any necessary action to insure that the data parameters are met.

The Telephone Company will maintain existing transmission specifications on functioning service configurations installed prior to the effective date of this tariff except that service configurations having performance specifications exceeding the standards listed in this provision will be maintained at performance levels specified in this tariff. The transmission specifications concerning Switched Access Service are immediate action limits and are set forth in Section 11.2 following. Acceptance limits are set forth in Technical Reference TR-NWT- 000334. This Technical Reference also provides the basis for determining Switched Access Service maintenance limits.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company

In addition to the obligations of the Telephone Company set forth in Section 2 preceding, the Telephone Company has certain other obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

6.5.1 Network Management

The Telephone Company will administer its network to insure the provisions of acceptable service levels to all telecommunications users of the Telephone Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Telephone Company network. The Telephone Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network, including that associated with a customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Telephone company or customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer, the customer will be granted a Credit Allowance for Service Interruption as set forth in Section 2.4.3.

6.5.2 Design and Traffic Routing of Switched Access Service

For Feature Groups B, C and D, the Telephone Company shall design and determine the routing of Switched Access Service. Additionally, for Tandem Switched Transport the Telephone Company will design and determine the routing from the first point of switching to the end office. The Telephone Company shall also decide if capacity is to be provided by originating only, terminating only, or two-way trunk groups. The Telephone Company will decide whether trunk side access will be provided through the use of two-wire (2) or four-wire (4) trunk terminating equipment.

For Feature Group D Direct Trunked Transport service, the Telephone Company will determine the routing of switched access service from the point of interface to the first point of switching or, if the customer specifies one or more hub locations for multiplexing, from the point of interface to the hub location, from one hub location to another hub location, and/or from a hub location to the first point of switching.

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.2 Design and Traffic Routing of Switched Access Service (Cont'd)

Selection of facilities and equipment and traffic routing of the service are based on standard engineering methods, available facilities and equipment, and the Telephone Company traffic routing plans. If the customer desires routing or directionality different from that determined by the Telephone Company, the Telephone Company will work cooperatively with the customer to develop routing and other local transport arrangements.

The Telephone Company will designate the first point(s) of switching and routing to be used where equal access is provided through a centralized equal access arrangement. Those Telephone Company offices providing equal access through centralized arrangements are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4.

For Feature Groups A and B, the line or trunk directionality and traffic routing of the Switched Access Service between the customer's premises and the entry switch are determined by the customer's order for service.

6.5.3 Provision of Service Performance Data

Subject to availability, end-to-end service performance data, available to the Telephone Company through its own service evaluation routines, may be made available to the customer based on previously arranged intervals and format. These data provide information on overall end-to-end call completion and non-completion performance. These data do not include service performance data which are provided under other tariff sections, e.g., testing service results. The charges for provision of this data will be determined on an individual case basis.

6.5.4 Trunk Group Measurement Reports

Subject to availability, the Telephone Company will make available trunk group data in the form of usage in CCS, peg count and overflow, to the customer based on previously agreed to intervals.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.5 Determination of Number of Transmission Paths

For Tandem Switched Transport, the Telephone Company will determine the number of Switched Access Service transmission paths to be provided for the Switched Access Feature Group C and D busy hour minutes of capacity ordered. The number of transmission paths will be developed using the total busy hour minutes of capacity by type (as described in 6.3.8 preceding) by end office for each Feature Group ordered from a customer's designated premises. The total busy hour minutes of capacity by type for the end office will be converted to transmission paths using standard Telephone Company traffic engineering methods.

6.5.6 Design Blocking Measurement

The Telephone Company will design the facilities used in the provision of Switched Access Service to meet the blocking probability criteria as set forth in (A) following and (B) following.

(A) For Feature Groups A and B, no design blocking criteria apply. For Feature Group C, the design blocking objective will be no greater than one percent (1%) between the point of termination at the customer's designated premises and the first point of switching when traffic is directly routed without an alternate route. Standard traffic engineering methods will be used by the Telephone Company to determine the number of transmission paths required to achieve this level of blocking.

For Feature Group D, the design blocking objective will be no greater than one percent (1%) between the point of termination at the customer's designated premises and the end office switch, whether the traffic is directly routed without an alternate route or routed via a Telephone Company access tandem. Standard traffic engineering methods as set forth in reference document Telecommunications Transmission Engineering - Volume 3 - Networks and Services (Chapters 6-7) will be used by the Telephone Company to determine the number of transmission paths requested to achieve this level of blocking.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.6 Design Blocking Measurement (Cont'd)

(B) The Telephone Company will perform routine measurement functions to assure that an adequate number of transmission paths are in service. The Telephone Company will recommend that additional capacity (i.e., busy hour minutes of capacity) be ordered by the customer when additional paths are required to reduce the measured blocking to the designed blocking level. For the capacity ordered, the design blocking objective is assumed to have been met if the routine measurements show that the measured blocking does not exceed the threshold listed in the following tables.

(1) The customer will be notified by the Telephone Company to increase its capacity (busy hour minutes of capacity or quantities of trunks) when excessive trunk group blocking occurs on groups carrying Feature Group D traffic and the measured access minutes for that hour exceed the capacity purchased. Excessive trunk group blocking occurs when the blocking thresholds stated below are exceeded. They are predicated on time consistent, hourly measurements over a thirty (30) day period excluding Saturdays, Sundays and national holidays. If the order for additional capacity has not been received by the Telephone Company within fifteen (15) days of the notification, the Telephone Company will bill the customer, at the rate set forth in Section 20 following, for each overflow in excess of the blocking threshold when (1) the average "thirty (30) day period" overflow exceeds the threshold level for any particular hour and (2) the "thirty (30) day period" measured average originating or two-way usage for the same clock hour exceeds the capacity purchased.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.6 Design Blocking Measurement (Cont'd)

(B) (Cont'd)

(1) (Cont'd)

Blocking Thresholds

<u>Trunks in Service</u>	<u>1%</u>	<u>1/2%</u>
1-2	7.0%	4.5%
3-4	5.0%	3.5%
5-6	4.0%	2.5%
7 or greater	3.0%	2.0%

The one percent (1%) blocking threshold is for transmission paths carrying traffic direct (without an alternate route) between an end office and a customer's premises. The one half percent (1/2%) blocking threshold is for transmission paths carrying first routed traffic between an end office and a customer's premises via a Telephone Company access tandem.

6.5.7 Design Layout Report

At the request of the customer, the Telephone Company will provide to the customer the makeup of the facilities and services provided from the customer's premises to the first point of switching. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge and will be reissued or updated whenever these facilities are materially changed.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.8 Access Tandem Arrangements

Trunk side switched access services may be provided via an access tandem to specific end offices subtending that access tandem. Each subtending end office will be located within the Access Tandem Network as defined by the Telephone Company. Access Tandem offices are identified in the National Exchange Carrier Association Tariff FCC No. 4. The Telephone Company will provide the description of an Access Tandem Network to a customer upon request. When trunk side access is ordered to a specific access tandem, access will be provided to all the NXXs included in that Access Tandem Network.

6.5.9. Equal Access Conversions

Rates and charges for Switched Access Service depend generally upon its use by the customer, and whether it is provided in a Telephone Company end office that is equipped to provide equal access capabilities (FGD Access described in 6.3.4 preceding). The Telephone Company will provide written notification to all access customers of record (at the minimum) within a particular LATA that an end office in that LATA is scheduled to be converted to an equal access end office. This notification will be sent, via certified U.S. Mail, to each access customer of record in the LATA where the conversion is scheduled to occur, at least six months in advance of the conversion date.

ICs must comply with the Feature Group D ordering procedures of the Telephone company and a firm order for this service must be received no later than 120 days prior to the end office equal access conversion date in order for the IC to participate in the presubscription process as described in Section 9 following.

Customers may request FGD service to replace their existing Feature Group service(s) subsequent to an office conversion to equal access Rates and charges for such requests are set forth in 6.7.1(A) following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.10 Testing

(A) Accepting Testing

Prior to the customer's acceptance of Switched Access Service, and at the Customer's request, the Telephone Company will cooperatively test the following parameters as set forth in (1) and (2) following. Also, when a customer provides a digital to analog conversion in the provision of a Switched Access Service, the customer has the ability to specify either the digital or analog acceptance tests as described in (1) or (2) following to be performed by the Telephone Company. In addition to the various tests outlined below which will be included with the installation of service, other additional Cooperative Acceptance Testing and Nonscheduled Testing is available for Switched Access Service as detailed in Section 9 following.

(1) When a customer orders FGB, FGC FGD, 500 Access Service, 800/888 Access Service, or 900 Access Service and the Telephone Company provides a digital transmission facility between the Telephone Company serving wire center and the customers designated premise without a digital to analog conversion; the digital acceptance tests performed by the Telephone Company will consist of the following:

- Bit Error test in each transmission direction
- 1004 Hz test per trunk group per di-group in each transmission direction
- C-notched noise test per trunk group per di-group in each transmission direction
- One operational signaling test per trunk in each transmission direction
- Bit Error test in each transmission direction
- 1004 Hz test per trunk group per di-group in each transmission direction
- C-notched noise test per trunk group per di-group in each transmission direction
- One operational signaling test per trunk in each transmission direction)

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.10 Testing (Cont'd)

(A) Accepting Testing (Cont'd)

(1) (Cont'd)

If a Telephone Company digital facility is provided in conjunction with a High Capacity Special Access Service, the Telephone Company will furnish, upon the customer's request and where the central office is technically equipped, appropriate equipment to allow the customer to conduct tests to verify the integrity of the facility in lieu of cooperative acceptance testing.

(2) When a customer orders FGB, FGC, FGD, or 800/888 Switched Access Service, and the Telephone Company provides analog transmission facilities between the Telephone Company serving wire center and the customer's designated premise, the analog tests performed by the Telephone Company consist of the following:

- Attenuation Tests
- Balance tests (ERL-SRL)
- C-Message noise test
- C-notched noise
- 3 tone slope
- DC continuity
- Operational Signaling

(3) When 500, 800, 888 or 900 NXXs are activated (new translations installed) by the Telephone Company, NXX code testing will be performed by the Telephone Company. For each new NXX activated in a Telephone Company switch capable of performing the customer identification function for 500, 800, 888 or 900 Access Service, the Telephone Company shall place one test call to the IC 500, 800, 888 or 900-NXX-XXXX test number. This number provides an announcement identifying the IC, thereby verifying Telephone Company routing.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.10 Testing (Cont'd)

(B) In-Service Testing

After a Switched Access Service has been tested and accepted by the customer for service, the Telephone Company may perform various tests to ensure the quality of the Switched Access Service. These tests may be performed on a routine basis at the discretion of the Telephone Company and are made subject to the availability of qualified personnel and test equipment. No charge will be assessed to the customer for the provision of In-Service tests.

The Telephone Company may at its option provide the following types of In-Service Switched Access Service tests:

- Attenuation and noise tests
- Balance tests
- Gain - slope tests

When the Telephone Company and the Customer agree to test cooperatively, the Telephone Company shall provide the personnel and test equipment necessary to perform such tests at a mutually agreed upon time. The customer may request the Telephone Company to provide a technician at the customer's premises in order to perform these cooperatively scheduled tests. Rates and charges as set forth in Section 20 following will apply per technician provided.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.5 Obligation of the Telephone Company (Cont'd)

6.5.10 Testing (Cont'd)

(C) Testing Capabilities

Feature groups A through D are provided, in the terminating direction where equipment is available, with Seven Digit Access to balance (100 type), and milliwatt (102 type) test lines.

Additionally, Feature Groups B through D are provided, in the terminating direction where equipment is available, with seven digit access to the following test lines:

- Nonsynchronous or synchronous test lines
- Automatic transmission measuring (105 type) test line
- Data transmission (107 type) test line
- Loop around test line
- Short circuit and open circuit test line

(D) SS7* Out of Band Signaling

When FGD, 500, 800, 888 or 900 Access Service with SS7* Out of Band Signaling is ordered, network compatibility and other operational tests will be performed cooperatively by the Telephone Company and the customer at locations, dates, and times as specified by the Telephone Company in consultation with the customer. These tests are as specified in Bellcore Technical Reference Publication TR-TSV-000905. Successful completion is necessary to receive the SS7* signaling option. To protect the security of the SS7* network, certain of the information provided, i.e., point codes, by the Telephone Company to the customer will be subject to a nondisclosure agreement.

(*) SS7 Signaling is available only where technically feasible.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.6 Obligations of the Customer

In addition to the obligations of the customer set forth in Section 2, the customer has certain specific obligations pertaining to the use of Switched Access Service. These obligations are as follows:

6.6.1 Supervisory Signaling

The customer's facilities shall provide the necessary on-hook, off-hook, answer and disconnect supervision.

6.6.2 Trunk Group Measurement Reports

With the agreement of the customer, trunk group data in the form of usage in CCS, peg count and overflow for its end of all access trunk groups, where technologically feasible, will be made available to the Telephone Company. These data will be used to monitor trunk group utilization and service performance and will be provided based on previously arranged intervals and format.

6.6.3 ASR Requirements

The customer shall order all Switched Access as in Section 5, and 6.3.3 and 6.3.4.

Switched Access capacity is measured at the Telephone Company's first point of switching. ASRs for Entrance Facilities and Direct Trunked Transport must specify the customer designated premises, type of service (e.g., Voice Grade, DS1 or DS3), the channel interface, and any optional arrangements desired. In addition, ASRs for Dedicated Transport must specify any Hubs involved and the end office, when direct routing to an end office is desired, or the access tandem if direct routing to an access tandem switch for purposes of obtaining Tandem-Switched Transport is desired.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.6 Obligations of the Customer (Cont'd)

6.6.3 ASR Requirements (Cont'd)

ASRs for Dedicated Transport must also specify the Feature Group, number of lines or trunks at the end office or tandem, major traffic types and directionality. Ordered quantities shall be specified by originating and terminating direction and by traffic type (e.g., MTS/MTS-type or WATS/WATS-type). Where the customer desires to segregate its originating traffic into separate trunk groups by type of traffic, the customer must specify the order quantities by trunk group and by traffic type. For example, if a customer desires a separate trunk group to carry its 500, 800/888 traffic, the order must specify the trunks or BHMCs associated with 500, 800/888 traffic for that trunk group.

Customers may order Tandem-Switched Transport by specifying the number of trunks required between the CDP and access tandem switch or BHMCs between the CDP and the end office. The customer shall provide, when it orders BHMC, its projected interstate BHMC between the CDP and each end office in the Access Area by traffic type. The customer shall provide, when it orders lines or trunks, projected interstate traffic distribution by percent for each end office in the Access Area by traffic type. If the customer fails to provide its traffic distribution, the Telephone Company will use appropriate Telephone Company traffic studies to project distribution by end office.

When FGA is ordered the customer shall specify whether or not the terminating traffic is to be restricted to the Access Area as in 6.3.1(A)(7) and 6.3.9(A)(1), or extended beyond the Access Area (i.e., local calling area) as in 6.7.1(B)(6). If the customer wishes to restrict the traffic, the rates in Section 20 may apply, depending upon the optional arrangement selected.

When a customer orders Switched Access for mixed interstate and intrastate usage, the customer shall provide an estimate of the total usage which will be interstate by traffic type.

The customer allocated percentages will be used as a basis of the jurisdictional determination for billing purposes of all charges until a more accurate determination can be provided as in 6.6.4 following.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.6 Obligations of the Customer (Cont'd)

6.6.4 Jurisdictional Determination

For purposes of determining the jurisdiction of Switched Access traffic, once the Switched Access service is activated, the following criteria will apply:

- (A) When the Telephone Company has measurement capability to provide the data to determine the jurisdiction of Switched Access traffic, the Telephone Company will determine the jurisdiction of Switched Access traffic. In those instances where the Telephone Company cannot determine the jurisdiction, the customer will be required to provide this information as described below.
- (B) To determine the jurisdiction of FGA and FGB Switched Access traffic and that traffic placed on a 1+ basis in conjunction with FGA, the following criteria will apply:
 - (1) Traffic that enters a customer's network at a point within the same state as that in which the station designated by dialing is situated will be considered as intrastate.
 - (2) Traffic that enters a customer's network at a point in a state other than that in which the station designated by dialing is situated will be considered interstate.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.6 Obligations of the Customer (Cont'd)

6.6.4 Jurisdictional Determination (Cont'd)

(C) When a customer submits an order for Switched Access services the customer must state the Percentages of Interstate Usage (PIU) on a statewide, LATA, billing account number (BAN) or end office level as follows:

(1) For Switched Access Entrance Facilities. When an Entrance Facility is provided directly to the end office where switched access traffic originates and/or terminates a PIU must be provided for FGA, FGB, FDC, FGD, 500, 800, 888 or 900 (the same PIU will be applied to Carrier Common Line, End Office Switching, Information Surcharge and Interconnection Charge).

(2) For Tandem-Switched Transport a PIU must be provided by the customer for the following:

FGB, FGC, FGD, 500, 800, 888 and 900 (The same PIU will be applied to Carrier Common Line, End Office Switching, Information Surcharge, Tandem-Switched Transport - Facility and Terminations, Tandem Switching and Interconnection Charge elements).

(3) For Direct Trunked Transport a separate PIU must be provided for:

FGA, FGB, FGC, FGD, 500, 800, 888 and 900 (the same PIU will be applied to Carrier Common Line, End Office Switching, Information Surcharge and Interconnection Charge), Direct Trunked Transport Facility and Terminations, and Multiplexing.

(4) In addition, for FGC terminating traffic, the customer must submit a Percent Direct Routed (PDR) factor. If a PDR is not provided, the Telephone Company will assume a PDR factor of zero percent.

(5) The PIU for Switched Access services must be provided by the customer of record when used in conjunction with Signaling for Tandem Switching.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.6 Obligations of the Customer (Cont'd)

6.6.4 Jurisdictional Determination (Cont'd)

(D) If the customer provides jurisdictional information, the following requirements apply:

- (1) The customer will provide quarterly reports indicating the percent of total CTC provided Switched Access usage that is interstate and intrastate as specified in 6.6.4(C). The reports may aggregate usage at a statewide, LATA, BAN (Billing Account Number) or end office level.
- (2) The reports will be based on the calendar year and will be due within fifteen days after the end of the quarter beginning with the completion of the first full quarter of service.
- (3) The customer will maintain records of call detail from which the jurisdictional determination is made. For verification purposes the Telephone Company may request that these records be made available for inspection and audit on not more than an annual basis. Such audit may be conducted by independent auditors if the Telephone Company and the customer, or the customer alone is willing to pay the expense.

The quarterly reports will be used as the basis for prorating charges to the interstate and intrastate jurisdictions for the next three month's billing and will be effective on the first day of the next monthly billing period which begins at least 15 business days after the day on which the customer reports the revised jurisdictional information to the Telephone Company.

In the event the customer fails to provide a report for one or more quarters, the Telephone Company will use the most recently provided quarterly report for subsequent bills until the customer provides an updated report.

No revisions to bills preceding the effective date of the revised jurisdictional information will be made based on this report.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations

This section contains the specific regulations governing the rates and charges that apply for Switched Access Service.

6.7.1 Application of Rates and Charges

(A) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activities in conjunction with providing switched access service or a change to an existing Switched Access Arrangement.

(1) Switched Access Installation and Ordering Charges

(a) Service Installation Charge

This charge applies to customer requests for installation of Switched Access Entrance Facilities from the customer premises to the serving wire center. The Service Installation Charge applies on a per Entrance Facility basis and is dependent upon the type of Entrance Facility ordered (i.e., Voice Grade, DS1 or DS3). Changes in the type of Entrance Facility will be treated as a discontinuance of one type of service and a start of another. The Service Installation Charge shall apply to the new Entrance Facility installation.

The Service Installation Charge does not apply to CCS7 Access service installations. Nonrecurring Charges applicable to CCS7 Access services are described in 6.7.1(6).

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(1) Switched Access Installation and Ordering Charges (Cont'd)

(b) Switched Access Ordering Charge

This charge, applied on a per ASR basis, is associated with the work performed by the Telephone Company in connection with the receiving, recording and processing of service requests. The Switched Access Ordering Charge applies to all requests to establish Entrance Facilities, Dedicated Transport Facilities and Direct Trunked and/or Tandem-Switched Transport are ordered on a single ASR, only one Switched Access Ordering Charge applies. This charge is in addition to any Service Installation Charge for Entrance Facility installations.

The Switched Access Ordering Charge also applies to requests to activate additional trunks or to increase BHMC on existing Switched Transport Facilities, changes in the type of Feature Group or Direct Trunked Transport, and for any modifications or changes to existing services that are not considered an administrative change as described in 6.7.1(A)(2).

(c) Temporary waiver of Nonrecurring Charges

Pursuant to the Federal Communications Commission's (FCC) Order in CC Docket No. 96-262, Access Charge Reform, released May 16, 1997, all nonrecurring charges (NRCs) for service connection are waived when a customer converts trunks from tandem-switched to direct-trunked for Tandem Switched Transport between the Tandem Switch and the Serving Wire Center (SWC). NRCs are also waived if a customer orders the discontinuance of overprovisioned trunks between the Tandem Switch and the SWC. Waiver of these NRCs continues through December 31, 1998.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(2) Administrative Changes

Administrative changes will be made without charge(s) to the customer. Administrative changes are as follows:

- Change of customer name,
- Change of customer or customer's end user premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing date (name, address, or contact name or telephone number),
- Change of agency authorization,
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer test line number,
- Change of customer or customer's end user contact name or telephone number, and
- Change of jurisdiction.

(3) Moves

A move involves a change in the physical location of one of the following:

- The point of termination at the customer's premises
- The customer's premises

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(3) Moves (Cont'd)

(a) Moves Within the Same Building

When the move is to a new location within the same building, the Telephone Company shall be responsible for the physical relocation of the Point of Termination and any associated Network Terminating Wire as outlined in applicable Telephone Company operating practices. The charge for the move will be the Switched Access Ordering Charge as set forth in 6.7.1(A)(1)(a) preceding. There will be no change in the minimum period requirements.

(b) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and the Telephone Company shall provide a physical Point of Termination and any necessary Network Terminating Wire located at the new building as outlined in applicable Telephone Company operating practices. All associated nonrecurring charges will apply per service.

New minimum period requirements will be established of the new service. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(4) NXX Translation Nonrecurring Charge

The NXX Translation Nonrecurring Charge, as set forth in Section 20 following, shall apply to each order for 500 NXX and 900 NXX codes activated or deactivated in a Telephone Company switch capable of performing the customer identification function for 500 Access Services or 900 Access Service. The total nonrecurring charge per customer order shall be determined by multiplying the number of switches in which the Telephone Company must activate or deactivate the NXX codes within the serving area specified by the customer's order times the appropriate nonrecurring charge.

In addition, the NXX Translation Nonrecurring Charge per Order will apply per ASR submitted for the activation or deactivation of NXX codes or CIC codes.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(5) Change of Feature Group Type

Changes from one type of Feature Group to another will be treated as a discontinuance of one type of service and a start of another and new minimum period obligations will be established. Nonrecurring charges will apply, with one exception.

When a customer upgrades a Feature Group A or B service to a Feature Group D service, and when Feature Group C is upgraded to Feature Group D coincident with the availability of Feature Group D in an end office the nonrecurring charge will not apply and minimum period obligations will not change if the following conditions are met:

- (a) The same customer premises is maintained, and
- (b) The customer submits a disconnect order for FGA or FGB within 30 days after the customer is notified by the Telephone Company as to the results of the final Presubscription allocation of end users to the customer. Further, the customer must request an effective date for the disconnect orders within 60 days after the Telephone Company has notified the customer of the results of the final Presubscription allocation.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(A) Nonrecurring Charges (Cont'd)

(6) Signaling System 7(SS7) * Out of Band Signaling

- (a) The Switched Access Ordering Charge will apply for a change in FGD switched access and 800/888 Access signaling from multifrequency address signaling to SS7* Out of Band Signaling.
- (b) The Switched Access Ordering Charge will not apply if Calling Party Number (CPN) Parameter, Carrier Selection Parameter (CSP), and/or Charge Number (CN) Parameter are ordered at the same time as SS7* Out of Band Signaling is ordered in conjunction with FGD. The ASR Ordering Charge will apply if these optional features are ordered subsequent to the provision of SS7* Out of Band Signaling.

(B) Recurring Charges

Rates are applied either as premium rates or transitional rates. Non-premium rates are discounted access service rates for measured or assumed access minutes.

The application of these rates is dependent upon the Feature Group, type of Entrance Facility, type of transport (e.g., Direct Trunked Transport, Tandem Switched Transport, and type of multiplexing) and the availability of equal access capabilities in the end office to which the service is provided. For FGC service, the specific application of these rates is dependent on the use made of the FGC service as described in 6.2.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(1) Premium Rates

Premium rates as set forth in Section 20 apply to all FGA and FGB access minutes that originate from or terminate at end offices equipped with equal access (i.e., originating and terminating FGD) capabilities and to all access minutes that originate or terminate at end offices not equipped with equal access capabilities when the service is provided to customers who furnish interstate MTS/WATS. Premium Access rates as set forth in Section 20 apply to all FGC access minutes only to providers of MTS and WATS at end offices not equipped for equal access. In addition, premium rates apply to FGB access minutes when utilized in the provision of MTS/WATS service.

When only premium access minutes are carried over flat rated services, premium rates will apply to all of the flat rated rate elements (i.e., Entrance Facility, Direct Trunked Facility, Direct Trunked Termination, and Multiplexing).

When both premium and non-premium access minutes are carried over the same flat rated facilities, a portion of the facilities (e.g., Entrance Facility, Dedicated Transport, and Multiplexing) will be billed premium rates and the remaining portion will be billed non-premium rates. The portion to be billed premium rates will be determined by applying a telephone company premium ratio that is based on premium end office minutes of use divided by total end office minutes of use.

This ratio will be developed annually by the Telephone Company based on minutes of use from those end offices whose Switched Access (both Direct Trunked and Tandem Trunked) is directly or indirectly connected with the same Flat Rated Facility.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(1) Premium Rates (Cont'd)

Premium rates apply to all 500, 800, 888 and 900 access minutes that originate from end offices equipped with equal access (i.e., FGD) capabilities,

Premium rates apply to all switched access minutes of use that originate or terminate at a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office.

(2) Non-premium Rates

Non-premium access rates (i.e., discounted access minute rates) apply to all FGA and FGB access minutes (measured or assumed) originating or terminating in an end office which is not equipped with equal access capabilities. In addition, Non-premium rates apply to FGC access minutes originating in an end office which is not equipped with equal access capabilities when the FGC service is used in conjunction with the Customer Identification Function for 500 Access Service, 800 Access Service and 900 Access Service optional feature, by customers who do not furnish interstate MTS/WATS.

When only non-premium access minutes are carried over flat rated services, non-premium rates will apply to all of the flat rated rate elements (i.e., Entrance Facility, Direct Trunked Facility, Direct Trunked Termination, and Multiplexing).

When both premium and non-premium access minutes are carried over the same flat rated facilities, a portion of the facilities (e.g., Entrance Facility, Direct Trunked Transport, and Multiplexing) will be billed premium rates and the remaining portion will be billed non-premium rates. The portion to be billed non-premium rates will be determined by applying a telephone company annually developed non-premium ratio to the applicable rate elements. The non-premium ratio will be one minus the premium ratio set forth in (1) preceding.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(3) When FGA or FGB Switched Access Service, except as set forth in (1) preceding, provided to an entry switch (i.e., dial tone office for FGA and Telephone Company access tandem for FGB) has usage originating from and/or terminating at both end offices that have been converted to equal access and end offices that have not been converted, the premium and non-premium transitional rates will apply in the following manner.

(a) All access minutes that originate from or terminate at the equal access end office(s) will be billed at premium rates. Access minutes that originate from or terminate at end offices not equipped with equal access capabilities, hereinafter referred to as non-premium access minutes, will continue to be billed at non-premium transitional rates. Non-premium transitional rates will apply as follows depending on the type of service.

(i) For FGA and FGB services, the number of non-premium access minutes to be billed at transitional rates is derived by subtracting the number of premium rated access minutes from the total number of access minutes.

(ii) Premium access minutes will be determined as set forth in (b) following.

(b) The number of access minutes to be rated as premium access minutes is determined as follows:

(i) Where end office specific usage data is available, premium rates apply to the measured access minutes originating from or terminating at the equal access end office(s).

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(3) (Cont'd)

(b) (Cont'd)

- (ii) Where end office specific usage data is not available for originating and/or terminating FGA, the total originating and/or terminating usage will be measured or assumed usage at the entry switch as set forth in 6.7.4 following. FGA originating and/or terminating usage will then be apportioned between premium and non-premium access minutes in the following manner. For originating usage, develop the ratio of the number of subscriber lines in the local calling area of the entry switch that are served by equal access end offices to the total number of subscriber lines in that local calling area. For terminating usage, develop the ratio of the number of subscriber lines in the valid calling area of the entry switch that are served by the equal access end offices to the total number of subscriber lines in that valid calling area. Then apply these ratios to the total number of originating and/or terminating FGA access minutes respectively to determine the usage to be billed at premium rates, unless adjusted as set forth in (iv) following. The local calling area of the entry switch is as defined in the Telephone Company's local and/or general exchange service tariff. The valid calling area of the entry switch is as defined in the Telephone Company's interstate access service tariff. For purposes of administering this regulation, subscriber lines are defined as exchange service lines, provided by the Telephone Company under its local and/or general exchange service tariff.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(3) (Cont'd)

(b) (Cont'd)

(iii) Where end office specific usage data is not available for originating and/or terminating FGB, the total originating and/or terminating usage will be measured or assumed usage at the entry switch (i.e., Telephone Company access tandem) as set forth in 6.7.4 following. FGB originating and/or terminating usage will then be apportioned between premium and non-premium access minutes in the following manner.

First, develop the ratio of the number of subscriber lines provided to end office subtending the access tandem that are served by equal access end offices to the total number of subscriber lines in all end offices subtending the Telephone Company access tandem. Then apply this ratio to the total number of originating and/or terminating FGB access minutes to determine the usage to be billed at premium rates, unless adjusted as set forth in (iv) following. For purposes of administering this regulation, subscriber lines are defined as exchange service lines, Centrex-type lines provided by the Telephone Company under its local and/or general exchange tariff.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(3) (Cont'd)

(b) (Cont'd)

(iii) (Cont'd)

The ratio used to calculate the premium usage as set forth in (ii) and (iii) preceding will be determined on a quarterly basis and provided to the customer with the last bill rendered for the preceding quarter or mailed separately within five (5) working days after the first day of the new quarter. A quarter is defined for these purposes as beginning on the first day of January, April, July or October.

(iv) Where FGD Switched Access Service is provided to a customer in an end office(s) where that customer's premium access minutes have been determined in accordance with (ii) and (iii) preceding, such premium access minutes will be adjusted in the following manner. For each FGD access minute originating and/or terminating from that end office, the premium access minutes as set forth in (ii) and (iii) preceding will be reduced on a one for one basis, but in no event shall the reduction exceed the total number of premium access minutes as set forth in (ii) and (iii) from that end office. The customer will be billed for the revised number of premium access minutes.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(3) (Cont'd)

- (c) Where originating and/or terminating measurement capability does not exist for Feature Group A or Feature Group B Switched Access Services provided to an entry switch, the number of access minutes that will be assumed are as set forth in 6.7.4 following.

The Telephone Company will provide written notification to all access customers of record within a particular LATA that an end office in that LATA is scheduled to be converted to an equal access end office. This notification will be sent, via certified U.S. Mail, to each customer of record in the LATA where the conversion is scheduled to occur, at least six (6) months in advance of the conversion date.

The customer will have the choice of converting existing services to equal access (i.e., Feature Group D) or retaining the existing services. The conversion of existing services will be at no charge provided the order to convert such services to Feature Group D is received as set forth in 6.7.3 following. Premium rates will apply to the total access minutes beginning on the actual conversion date, whether the customer chooses to convert to FGD or retain existing services.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(4) FGA Access Within Extended Area Service Area

Where Feature Group A switched access usage is between a Primary Exchange Carrier and a Secondary Exchange Carrier, within the same Extended Area Service calling area, and the Primary and Secondary Exchange Carriers are not the same Telephone Company, the Primary Exchange Carrier will charge the customer according to the revenue sharing agreement as set forth in Section 2.4.5 preceding. The usage to be charged will be determined as set forth following:

- (a) Where end office specific usage data is available, such data will be used to determine the charges.
- (b) Where end office specific usage data is not available, the following method will be used to determine the applicable access minutes of use. The total originating and/or terminating usage will be the measured usage at the entry switch (i.e., dial tone office) or the assumed usage as set forth in 6.7.4 following.

Originating and/or terminating usage will then be apportioned between the Primary and Secondary Exchange Carriers in the following manner:

- For originating usage, develop ratios of the total number of subscriber lines in each secondary exchange to the total number of subscriber lines in the Primary Exchange Carrier's Extended Area Service area served by the dial tone office. Then apply these ratios to the total number of originating access minutes to determine access minutes for each secondary exchange.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(4) FGA Access Within Extended Area Service Area (Cont'd)

- For terminating usage, develop ratios of the total number of subscriber lines in each secondary exchange to the total number of subscriber lines in the Primary Exchange Carrier's Extended Area Service area served by the dial tone office. Then apply these ratios to the total number of terminating access minutes to determine access minutes for each secondary exchange.
- In those instances where a Secondary Exchange Carrier's exchange is part of two (2) or more primary Exchange Carriers' Extended Area Service areas, the Secondary Exchange Carrier's subscriber line count described above must be apportioned between each Primary Exchange Carrier's Extended Area Service area. This apportionment will be based upon ratios of the subscriber line count of all exchanges other than the Secondary Exchange Carrier's in a Primary Exchange Carrier's Extended Area Service area, of which the Secondary Exchange Carrier's Exchange is part divided by the subscriber line count of all exchanges other than the Secondary Exchange Carrier in all Primary Exchange Area Carrier Extended Area Service areas of which the Secondary Exchange Carrier's exchange is a part.

For purposes of administering this regulation, subscriber lines are defined as exchange service lines, Centrex Lines and Centrex-type lines provided by the Telephone Companies under local and/or general exchange service tariffs.

The ratio used to calculate the access minutes as set forth in (3)(a) and (4)(a) preceding will be determined by the Telephone Company and provided to the customer upon his request within fifteen (15) days of the receipt of such request.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(5) Application of Rates for FGA Extension Service

When a FGA extension service is provided with additional terminations of the service at different building(s) in the same or a different Local Serving Area, the Feature Group A extensions within the Local Serving Area are provided and charged for under the Telephone Company's local and/or general exchange service tariffs, and the Feature Group A extensions in different Local Serving Areas are provided and charged for as Special Access Service. The applicable rate elements which may apply are: A Voice Grade Circuit Termination, Circuit Mileage, and Signaling Capability (optional features and functions). All appropriate monthly rates and nonrecurring charges set forth in Section 20 following will apply.

(6) Application of Rates for Extended FGA Terminating Service

For calls established on a 1+ or expanded seven digit measured calling basis, outside the specific FGA Access Area, however inside the LATA, in conjunction with terminating FGA traffic to an end office, the following rates apply:

- for each access minute, the rates per access minute for Local Switching and the Information Surcharge.
- for each access minute, the Tandem-Switched Transport Facility rate per access minute per airline mile and the Tandem-Switched Transport-Termination per access minute per termination.

When the serving wire center of the customer's premises is the dial tone office, the Tandem-Switched Transport-Facility rate is applicable and mileage is measured from the serving wire center (i.e., the dial tone office) of the customer's premises to the end office.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.1 Application of Rates and Charges (Cont'd)

(B) Recurring Charges (Cont'd)

(6) Application of Rates for Extended FGA Terminating Service
(Cont'd)

When the serving wire center of the customer's premises is not the dial tone office, the Direct trunked Transport rate is applicable for mileage measured between the serving wire center of the customer's premises and the dial tone office. The Tandem-Switched Transport- Facility rate is applicable for mileage measured between the dial tone office and the end office.

(7) When originating FGD is not available in an end office and terminating FGD service to a Telephone Company access tandem in a LATA is available, such terminating FGD service may be used, at the option of the customer, to terminate FGD calls to that end office. Premium FGD rates apply to all access minutes associated with such calls.

(8) Common Channel Signaling/Signaling System 7 (CCS/SS7* Network Connection

The CCS/SS7* Network Connection is comprised of a Signaling Termination charge, a Signaling Entrance Facility charge, and a Signaling Transfer Point (STP) Port charge.

The termination charge is assessed on a per termination basis (i.e., at each end of the Signaling Mileage Facility).

The Signaling Entrance Facility charge is assessed on a per facility basis for the connection between the customer's designated premise (Signaling Point of Interface) and the serving wire center of that premise.

The STP Port charge is assessed on a per port basis for each termination of a Signaling Mileage Facility at an STP.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.2 Minimum Periods

Switched Access Service is provided for a minimum period of one month.

6.7.3 Minimum Monthly Charge

For usage rated Local Transport, Local Switching and Directory Assistance Information Surcharge rate elements, the minimum monthly charge is the sum of the recurring charges set forth in Section 20 following for either the actual measured usage or the assumed usage for the month.

For flat rated Local Transport elements, the minimum monthly charge is the sum of the recurring charges set forth in Section 20 for the month.

6.7.4 Measuring Access Minutes

Customer traffic to end offices will be measured (i.e., recorded or assumed) by the Telephone Company. Originating and terminating calls will be measured (i.e., recorded or assumed) by the Telephone Company to determine the basis for computing chargeable access minutes. In the event customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will compute chargeable access minutes by estimating the volume of lost customer messages based on previously known values. This estimated customer message volume will be provided to the customer. For terminating calls over FGA and FGB, FGC to 800, and FGD, and for originating calls over FGA (when the off-hook supervisory signal is provided by the customer's equipment before the called party answers) and FGB, and FGD, the measured minutes are the chargeable access minutes. For originating calls over FGA (when the off-hook supervisory signal is forwarded by the customer's equipment when the called party answers), and FGC, chargeable originating access minutes are derived from recorded minutes in the following manner.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 13-0809-T-T dated June 27, 2013.

Issued: May 31, 2013

Vice President Regulatory Affairs
Frontier Communications
180 S. Clinton Avenue
Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

Step 1: Obtain recorded originating minutes and messages, measures as set forth in (B) and (D) following for the FGA, when the off-hook supervisory signal is forwarded by the customer's equipment when the called party answers and for FGC from the appropriate recording data.

Step 2: Obtain the total attempts by dividing the originating measured messages by the completion ratio. Completion ratios (CR) are obtained separately for the major call categories such as DDD, operator, 500, 800, 900, directory assistance and international from a sample study which analyzes the ultimate completion status of the total attempts which receive acknowledgement from the customer. That is, Measured Messages divided by Completion Ratio equals Total Attempts.

Step 3: Obtain the total non-conversation time additive (NCTA) by multiplying the total attempts (obtained in Step 2) by the NCTA per attempt ratio. The NCTA per attempt ratio is obtained from the sample study identified in Step 2 by measuring the non-conversation time associated with both completed and uncompleted attempts. The total NCTA is the time on a completed attempt from customer acknowledgement of receipt of call to called party answer (set up and ringing) plus the time on an uncompleted attempt from customer acknowledgement of call until the Telephone Company access tandem or end office receives a disconnect signal (ring - no answer, busy or network blockage). That is, Total Attempts times Non-Conversation Time per Attempt Ratio equals Total NCTA.

Step 4: Obtain total chargeable originating access minutes by adding the total NCTA (obtained in Step 3) to the recorded originating measured minutes (obtained in Step 1). That is, Measured Minutes plus NCTA equals Chargeable Originating Access Minute.

Following is an example which illustrates how the chargeable originating access minutes are derived from the measured originating minutes using this formula.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(A) Assumed Minutes of Use (Cont'd)

- (1) Where originating and terminating measurement capability does not exist for a FGA service arranged for two way calling, the number of assumed access minutes as set forth under the 2-way total in Section 20 following will apply per line. Where measurement capability exists for either originating or terminating usage, but not both, on a line arranged for two way calling, the number of access minutes per line will be the number of assumed access minutes as set forth under the "2-Way" total in Section 20 following or the measured usage, whichever is greater.

Where an FGA service is arranged for either originating calling only or terminating calling only, the number of assumed access minutes as set forth under "Originating" or "Terminating" in Section 20 following, as appropriate, will apply per line.

Where measurement capability does not exist for FGA service, the originating and/or terminating CCL rate as set forth in Section 3 preceding will be applied based on the directionality of the line, (i.e., originating or terminating). For lines arranged for two-way calling, other than those arranged for foreign exchange service, 53% of the "Two-Way" surrogate will be used to apply the originating CCL rate and 47% of the "Two-way" surrogate will be used to provide a foreign exchange service, the terminating CCL rate shall apply to all originating and terminating assumed minutes of use.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(A) Assumed Minutes of Use (Cont'd)

- (2) Where originating and terminating measurement capability does not exist for FGB service provided to an end office switch or Telephone Company access tandem, the number of access minutes will be the "2-Way" assumed minutes of use as set forth in Section 20 following, per trunk per month when the trunk is arranged for two way calling. Where measurement capability exists for either originating or terminating usage, but not both, on a trunk arranged for two way calling, the number of access minutes per trunk per month will be the "2-Way" assumed minutes of use or the measured usage whichever is greater.

Where a FGB service is arranged for either originating calling only or terminating calling only, the "Originating Only", or, "Terminating Only" assumed minutes of use, as set forth in Section 20 following, will apply per trunk per month for trunks arranged for originating calling only or terminating calling only.

Where originating or terminating measurement capability does not exist for FGB service provided to a Telephone Company access tandem, the number of assumed access minutes will be allocated to each subtending end office for the purposes of applying Local Transport charges. This usage allocation will be based on the ratio of the number of subscriber lines in each end office to the total number of subscriber lines in the FGB Access Area.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(B) Feature Group A Usage Measurement

For originating calls over FGA, usage measurement begins when the originating FGA entry switch receives an off-hook supervisory signal forwarded from the customer's point of termination. This off-hook signal may be provided by the customer's equipment before the called party answers or forwarded by the customer's equipment when the called party answers.

The measurement of originating call usage over FGA ends when the originating FGA entry switch receives an on-hook supervisory signal from either the originating end user's office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

Dedicated Transport Mileage for premium and non premium rated access minutes in the originating direction over Feature Group A Switched Access Service will be calculated on an airline basis, using the V&H coordinates method. The mileage measurement will be between the first point of switching (end office switch where the Feature Group A switching dial tone is provided) and the customer's serving wire center for the Switched Access provided.

For terminating calls over FGA, usage measurement begins when the terminating FGA entry switch receives an off-hook supervisory signal from the terminating end user's end office, indicating the terminating end user has answered. The measurement of terminating call usage over FGA ends when the terminating FGA entry switch receives an on-hook supervisory signal from either the terminating end user's end office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

The Local Transport mileage for terminating Feature Group A Switched Access Service will be measured in two segments. Direct Trunked Transport mileage will be measured between the customer's serving wire center and the first point of switching (i.e., the end office switch where the Feature Group A switching dial tone is provided). Tandem Switched Transport is distance sensitive.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(C) Feature Group B Usage Measurement

For originating calls over FGB, usage measurement begins when the originating FGB entry switch receives answer supervision forwarded from the customer's point of termination, indicating the customer's equipment has answered.

The measurement of originating call usage over FGB ends when the originating FGB entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

For terminating calls over FGB, usage measurement begins when the terminating FGB entry switch receives answer supervision from the terminating end user's end office, indicating the terminating end user has answered.

The measurement of terminating call usage over FGB ends when the terminating FGB entry switch receives disconnect supervision from either the terminating end user's end office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

(D) Feature Group C Usage Measurement

For originating calls over FGC, usage measurement begins when the originating FGC entry switch receives answer supervision from the customer's point of termination, indicating the called party has answered. The measurement of originating call usage over FGC ends when the originating FGC entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(D) Feature Group C Usage Measurement (Cont'd)

For terminating calls over FGC to services other than 500, 800, 888, 900 or directory assistance, terminating FGC usage is not directly measured at the terminating entry switch, but is imputed from originating usage, excluding usage from calls to 500, 800, 888, 900 or directory assistance services. Jurisdictional assignment of 800/888 service over FGC is imputed for both originating and terminating usage. The Telephone Company shall review for reasonableness on a quarterly basis all factors used in imputing terminating minutes. Factors will be modified when necessary based on the review.

For terminating calls over FGC to 500, 800, 888 or 900 Service, usage measurement begins when the terminating FGC entry switch receives answer supervision from the terminating end user's end office, indicating the terminating 500, 800, 888 or 900 Service end user has answered. The measurement of terminating call usage over FGC to 500, 800, 888 or 900 Service ends when the terminating FGC entry switch receives an off-hook supervisory signal from the terminating end user's end office, indicating the terminating 500, 800, 888 or 900 Service end user has disconnected, or from the customer's point of termination, whichever is recognized first by the entry switch.

(E) Feature Group D Usage Measurement

For originating calls over FGD, provided with Multi-Frequency Signaling, usage measurement begins when the originating FGD entry switch receives the first wink supervisory signal forwarded from the customer's point of termination.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(E) Feature Group D Usage Measurement (Cont'd)

For originating calls over FGD provided with Signaling System 7 (SS7) Signaling when the FGD end office is not routed through a Telephone Company access tandem for connection to the customer, usage measurement begins when the SS7 Initial Address Message is sent from the Service Switching Point (SSP) to the Service Transfer Point (STP). For originating calls over FGD provided with Signaling System 7 (SS7) signaling when the FGD end office is routed through a tandem for connection to the customer, usage measurement begins when the FGD end office receives the SS7 Exit Message from the tandem.

The measurement of originating call usage over FGD provided with Multi-Frequency Signaling ends when the originating FGD entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

The measurement of originating call usage over FGD provided with SS7 Signaling ends when the originating FGD end office receives an SS7* Release Message indicating either the originating or terminating end user has disconnected.

For terminating calls over FGD, provided with Multi-Frequency Signaling, where measurement capability exists, the measurement of access minutes begins when the terminating FGD entry switch receives answer supervision from the terminating end user's end office, indicating the terminating end user has answered. The measurement of terminating call usage over FGD ends when the terminating FGD entry switch receives disconnect supervision from either the terminating end user's end office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(E) Feature Group D Usage Measurement (Cont'd)

For terminating calls over FGD with SS7* signaling, usage measurement begins when the terminating recording switch receives answer supervision from the terminating end user. The Telephone Company switch receives answer supervision and sends the indication to the customer in the form of an answer message. The measurement of terminating FGD call usage ends when the entry switch receives or sends a release message, whichever occurs first.

(F) SAC Access Service Usage Measurement

SAC Access Service usage measurement shall be in accordance with the regulations set forth for FGC and FGD. Specifically, for usage originating from end offices not equipped with equal access capabilities, access minutes shall be measured in the same manner in which FGC access minutes are measured. For usage originating from end offices equipped with equal access capabilities, access minutes shall be measured in the same manner in which FGD access minutes are measured.

(G) Feature Groups B, C, and D - Alternate Traffic Routing

When the Alternate Traffic Routing optional feature is provided with Feature Groups B, C or D, the Local Transport access minutes will be apportioned between the two trunk groups used to provide this feature. Such apportionment will be made using: (1) actual minutes of use if available, (2) standard Telephone Company traffic engineering methodology and will be based on the last trunk CCS desired for the high usage group, as described in 6.3.9(A)(14) preceding (Alternate Traffic Routing), and the total busy hour minutes of capacity ordered to the end office, when the feature is provided at an end office switch, or to the subtending end offices when the feature is provided at an access tandem switch, or (3) an apportionment mutually agreed to by the Telephone Company and the customer. This apportionment will serve as the basis for Local Transport calculation.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.4 Measuring Access Minutes (Cont'd)

(H) Feature Groups B, C, and D - Remote Offices

The Local Transport mileage for Feature Groups B, C, and D Switched Access Service provided to a Remote Office will be measured in multiple segments. When the facility is directly trunked to the Host Office, Direct Trunked Facility mileage will be measured between the customer's serving wire center and the Host Office, and Tandem Switched Facility mileage will be measured between the Host Office and the Remote Office. The Tandem Switching charge will not apply.

When the facility is directly trunked to a tandem, Direct Trunked Facility will be measured from the Serving Wire Center to the tandem, Tandem Switched Facility will be measured from the tandem to the host, and another segment of Tandem Switched Facility will be measured from the host to the remote. A Tandem Switching charge will be applicable at the tandem.

When service to the remote is ordered as only Tandem Switched Facility, mileage will be separately measured between the serving wire center and the host and between the host and the end office. The Tandem Switching charge will be applicable at the tandem.

(C)

(C)

ACCESS SERVICES

6. Switched Access Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.5 Signaling for Tandem Switching (Cont'd)

When a customer orders Signaling for Tandem Switching the Customer shall be responsible for all usage charges (i.e., originating and terminating) associated with the facility, unless, the customer agrees to furnish the Telephone Company, at no charge, the call detail record which will allow the Telephone Company to bill second parties for usage carried over the facilities. The call detail record must be submitted in industry standard format (i.e., Expanded Message Record 11020 record), on a daily basis, via electronic or magnetic tape, and on an end office level basis.

If the customer fails to provide the call detail records within 30 days from the call activity date, to bill their customer(s) for usage carried over the facilities, then the customer will be billed for the usage for that period.

6.8 Flexible Automatic Number Identification (FLEX ANI)

6.8.1 Service Description

Flex ANI provides for the addition of Flex ANI capability to Feature Group D (FGD) trunk groups equipped with Automatic Number Identification (ANI). FLEX ANI is a switching optional feature that enhances the existing Automatic Number Identification (ANI) optional feature by allowing FGD customers to receive additional information digits. Payphone Specific Coding is provided through FLEX ANI to the Interexchange Carrier for the purpose of identifying calls from payphones so that the interexchange carrier can pay compensation to Paystation Service Providers for customer toll free access and access code calls.

For the Flexible Automatic Number Identification optional feature the IXC shall place one order for each Carrier Identification Code (CIC) per LATA, for all end offices equipped to provide Flex ANI within the LATA.

Flex ANI is available in suitably equipped end offices as identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

(C)

(C)

ACCESS SERVICES

7. Special Access Service

7.1 General

Special Access Service provides a transmission path to connect customer designated premises*, either directly or through a Telephone Company hub where bridging or multiplexing functions are performed. Special Access Service includes all exchange access not utilizing Telephone Company end office switches.

The connections provided by Special Access Service can be either analog or digital. Analog connections are differentiated by spectrum and bandwidth. Digital connections are differentiated by bit rate.

7.1.1 Channel Types

There are five types of channels used to provide Special Access Services. Each type has its own characteristics. All are subdivided by one or more of the following:

- Transmission specifications,
- Bandwidth,
- Speed (i.e., bit rate),
- Spectrum

Customers can order a basic channel and select from a list of available transmission parameters and channel interfaces those that they desire to meet specific communications requirements.

For purposes of ordering channels, each has been identified as a type of Special Access Service. However, such identification is not intended to limit a customer's use of the channel nor to imply that the channel is limited to a particular use.

* Telephone Company Centrex CO and CO-like switches and packet switches included in Public Packet Switching Network (PPSN) Service are considered to be customer premises for purposes of this tariff.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.1 Channel Types (Cont'd)

Following is a brief description of each type of channel:

Voice Grade - a channel for the transmission of analog signals within an approximate bandwidth of 300 to 3000Hz.

Program Audio - a channel for the transmission of audio signals. The nominal frequency bandwidths are from 200 to 3500 Hz, from 100 to 5000 Hz, from 50 to 8000 Hz or from 50 to 15000 Hz.

Video - a channel for the transmission of standard 525 line 60 field monochrome or National Television Systems Committee color video signal and one or two associated 5 or 15 kHz audio signals. The bandwidth is either 30 Hz to 4.5 MHz or 30 Hz to 6.6 MHz.

Digital Data - a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6, 19.2 or 56 kbps.

High Capacity - a channel for the transmission of isochronous serial digital data at rates of 1.544, 3.152, 6.312, 44.736 or 274.176 Mbps.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.1 Channel Types (Cont'd)

Detailed descriptions of each of the channel types are provided in 7.4 through 7.8 following.

The customer also has the option of ordering Voice Grade and High Capacity facilities (i.e., 1.544 Mbps, 3.152 Mbps, 6.312 Mbps, 44.736 Mbps and 274.176 Mbps) to a Telephone Company hub for multiplexing to individual channels of a lower capacity or bandwidth. Descriptions of the types of multiplexing available at the hubs, as well as the number of individual channels which may be derived from each type of facility are set forth in 7.7 and 7.12 following. Additionally, the customer may specify optional features for the individual channels derived from the facility to further tailor the channel to meet specific communications requirements. Descriptions of the optional features and functions available are set forth in 7.2.1 following.

For example, a customer may order a 3.152 Mbps High Capacity channel from a customer designated premises to a Telephone Company hub for multiplexing to two 1.544 Mbps channels. The 1.544 Mbps channels may be further multiplexed at the same or a different hub to Voice Grade channels or may be extended to other customer designated premises. Optional features may be added to either the 1.544 Mbps or the Voice Grade channels.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.2 Service Descriptions

For the purposes of ordering, there are five categories of Special Access Service. These are:

- Voice (VG)
- Program Audio (AP)
- Video (TV)
- Digital Data (DA)
- High Capacity (HC)

Each service consists of a basic channel to which a technical specifications package (customized or predefined), channel interface(s) and, when desired, optional features and functions are added to construct the service desired by the customer. Technical specifications packages and optional features and functions are described in this section. Channel interfaces are described in Section 11.3 following.

Customized technical specifications packages will be provided where technically feasible. If the Telephone Company determines that the requested parameter specifications are not compatible, the customer will be advised and given the opportunity to change the order.

When a customized channel is ordered the customer will be notified whether Additional Engineering Charges apply. In such cases, the customer will be given an estimate of the hours to be billed before any further action is taken on the order.

The channel description specifies the characteristics of the basic channel and indicates whether the channel is provided between customer designated premises or between a customer designated premises and a Telephone Company hub where bridging or multiplexing functions are performed.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.2 Service Descriptions (Cont'd)

- (A) Information pertaining to the technical specifications packages indicates the transmission parameters that are available with each package. This information is displayed in a matrix with the transmission parameters listed down the left side and the packages listed across the top. Each package is identified by a code, e.g., VGC. The first two letters of the code indicate the category of Special Access Service to which the parameters are applicable. These two letter codes are shown above in parentheses following the category of Special Access Service. The letter "C" following the two letter code indicates the technical specifications package for a customized service. A numeric or alpha-numeric designation following the two letter code indicates the specific predefined package. For a customized service, the customer may select any parameters available with that category of service as long as the parameters are compatible. When appropriate, the Technical Reference which contains detailed specifications for the parameters is shown following the matrix.

- (B) Channel interfaces at each Point of Termination on a two-point service may be symmetrical or asymmetrical. On a multipoint service they may also be symmetrical or asymmetrical, but communications can only be provided between compatible channel interfaces. Only certain channel interfaces are compatible. These are set forth in Section 11.3 following, in a combination format.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.2 Service Descriptions (Cont'd)

- (C) Only certain channel interface combinations are available with the predefined technical specifications packages. These are delineated in the Technical References set forth in (F) following. When a customized channel is requested, all channel interface combinations available with the specified type of service are available with the customized channel.
- (D) The optional features and functions available with each type of Special Access Service are described in this section. The optional features and functions information also indicates with which technical specifications packages they are available. Such information is displayed in a matrix with the optional feature or function listed down the left side and the technical specifications package listed across the top.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.2 Service Descriptions (Cont'd)

(E) The Telephone Company will maintain existing transmission specifications on services installed prior to the effective date of this tariff, except that existing services with performance specifications exceeding the standards listed in this provision will be maintained at the performance levels specified in this tariff.

(F) All services installed after the effective date of this tariff will conform to the transmission specification standards contained in this tariff or in the following Technical References for each category of service:

Voice Grade	PUB 62501 and associated Addendum PUB 41004, Table 4
Program Audio	PUB 62503 and associated Addendum
Video	PUB 62504 and associated Addendum
Digital Data	PUB 62507 PUB 62310
High Capacity	PUB 62508 PUB 62411

7.1.3 Service Configurations

There are two types of service configurations over which Special Access Services are provided: two-point service and multipoint service.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.3 Service Configurations (Cont'd)

(A) Two-Point Service

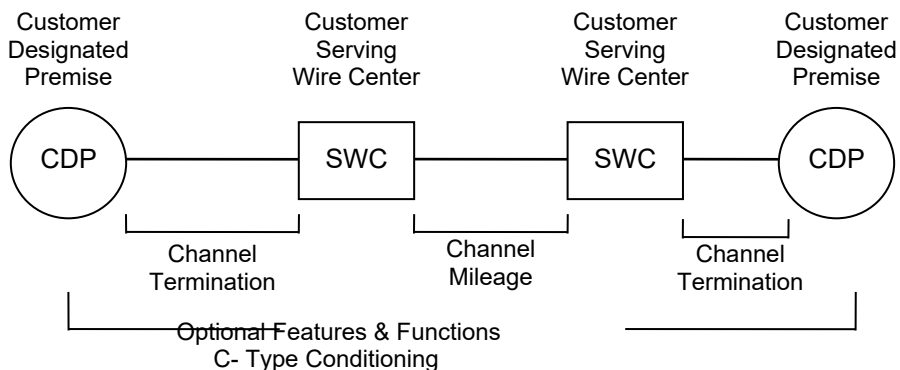
A two-point service connects two customer designated premises, either on a directly connected basis or through a hub where multiplexing functions are performed.

Applicable rate elements are:

- Channel Terminations
- Channel Mileage (as applicable)
- Optional Features and Functions (when applicable)

A Special Access Surcharge, as set forth in 7.3 following, may be applicable.

The following diagram depicts a two-point Voice Grade service connecting two customer designated premises (CDP) located 15 miles apart. The service is provided with C-Type conditioning.



Applicable rate elements are:

- Channel Terminations (applicable one (1) per CDP)
- Channel Mileage (1 section, Channel Mileage Facility per mile plus 2 Channel Mileage Terminations)
- C-Type Conditioning Optional Feature

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.3 Service Configurations (Cont'd)

(B) Multipoint Service

Multipoint service connects three or more customer designated premises through a Telephone Company hub. Only certain types of Special Access Service are provided as multipoint service. These are so designated in the descriptions for the appropriate channel.

The channel between hubs (i.e., bridging locations) on a multipoint service is a mid-link. There is no limitation on the number of mid-links available with a multipoint service. However, when more than three mid-links in tandem are provided, the quality of the overall service may be degraded.

Multipoint service utilizing a customized technical specifications package, as set forth in 7.1.2 preceding, will be provided when technically possible. If the Telephone Company determines that the requested characteristics for a multipoint service are not compatible, the customer will be advised and given the opportunity to change the order.

When ordering, the customer will specify the desired bridging hub(s).

Applicable Rate Elements are:

- Channel Terminations (one per customer designated premises)
- Channel Mileage (as applicable between the serving wire center for each customer designated premises and the hub and between hubs).
- Bridging
- Additional Optional Features and Functions (when applicable).

In addition, the Special Access Surcharge, as set forth in 7.3 following, may be applicable.

ACCESS SERVICES

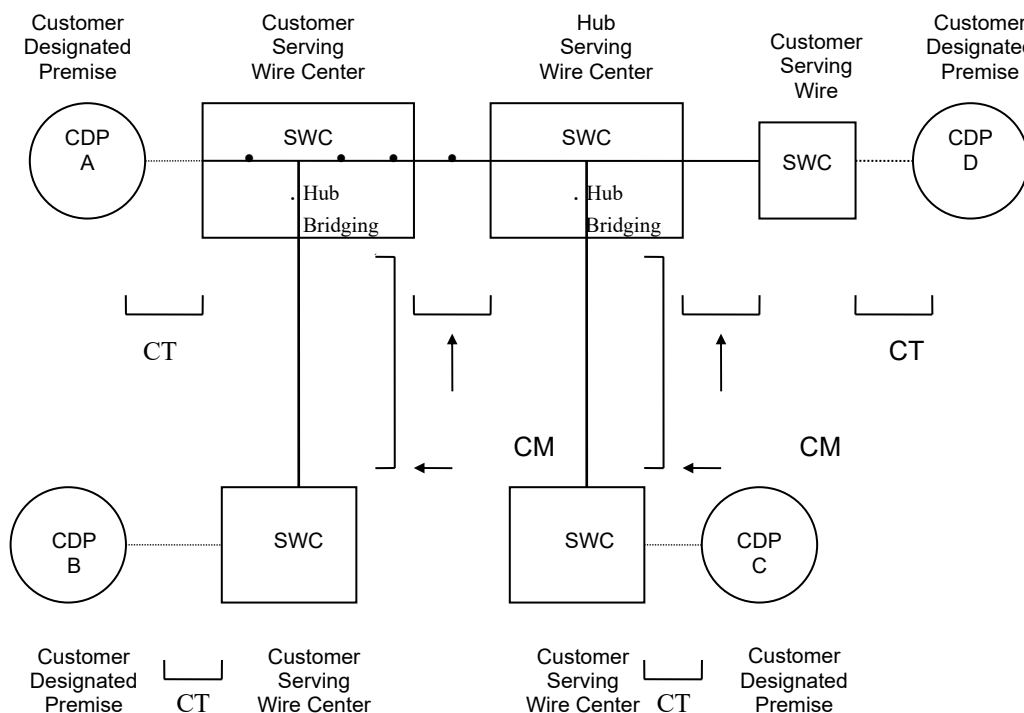
7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.3 Service Configurations (Cont'd)

(B) Multipoint Service (Cont'd)

Example: Voice Grade multipoint service connecting four customer designated (CDP) via two customer specified bridging hubs.



CT - Channel Termination
 CM - Channel Mileage

Applicable rate elements are:

- Channel Terminations (4 applicable)
- Channel Mileage (4 sections, Channel Mileage Facility per mile plus 2 Channel Mileage Terminations per section)
- Bridging Optional Feature (6 applicable, i.e., each bridge port)

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.4 Alternate Use

Alternate Use occurs when a service is arranged by the Telephone Company so that the customer can select different types of transmission at different times. A customer may use a service in any privately beneficial manner. However, where technical or engineering changes are required to effectuate an alternate use, the Telephone Company will make such special arrangements available on an individual case basis.

The arrangement required to transfer the service from one operation to the other (i.e., the transfer relay and control leads) will be rated and provided on an individual case basis and filed in Section 12 following, Specialized Service or Arrangements. The customer will pay the stated tariff rates for the Access Service rate elements for the service ordered (i.e., Channel Terminations, Channel Mileage as applicable/ and Optional Features and Functions, if any).

7.1.5 Special Facilities Routing

A customer may request that the facilities used to provide Special Access Service be specially routed. The regulations, rates and charges for Special Facilities Routing (i.e., Avoidance, Diversity and Cable-Only) are set forth in Section 11. following.

7.1.6 Design Layout Report

At the request of the customer, the Telephone Company will provide to the customer the make-up of the facilities and services provided under this tariff as Special Access Service to aid the customer in designing its overall service. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided to the customer at no charge and will be reissued or updated whenever these facilities are materially changed.

ACCESS SERVICES

Special Access Service (Cont'd)

7.1 General (Cont'd)

7.1.7 Acceptance Testing

At no additional charge, the Telephone Company will, at the customer's request, cooperatively test at the time of installation, the following parameters:

- (A) For Voice Grade analog services, acceptance test will include tests for loss, 3-tone slope, DC continuity, operational signaling, C-notched noise, and C-message noise when these parameters are applicable and specified in the order for service. Additionally, for Voice Grade services, a balance (improved loss) test will be made if the customer has ordered the improved loss optional feature.
- (B) For other analog services (i.e., Program Audio, and Video) and for digital services (i.e., Digital Data and High Capacity) service, acceptance tests will include tests for the parameters applicable to the service as specified by the customer in the order for service.

In addition to the above tests, Additional Cooperative Acceptance Testing for Voice Grade service to test other parameters, as described in Section 13.3.5(B) following, is available at the customer's request. All test results will be made available to the customer upon request.

7.1.8 Ordering Options and Conditions

Special Access Service is ordered under the Access Order provisions set forth in Section 5 preceding. Also included in that section are other charges which may be associated with ordering Special Access Service (e.g., Service Date Change Charges, Cancellation Charges, etc.).

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations

This section contains the specific regulations governing the rates and charges that apply for Special Access.

7.2.1 Rate Categories

There are three basic rate categories which apply to Special Access Service:

- Channel Terminations (described in 7.2.1(A) following)
- Channel Mileage (described in 7.2.1(B) following)
- Optional Features and Functions (described in 7.2.1(C) following)

(A) Channel Termination

The Channel Termination rate category provides for the communications path between a customer designated premises and the serving wire center of that premises. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the access service is to be connected at the Point of Termination (POT) and the type of signaling capability, if any. The signaling capability itself is provided as an optional feature as set forth in (C) following. One Channel Termination charge applies per customer designated premises at which the channel is terminated. This charge will apply even if the customer designated premises and the serving wire center are collocated in a Telephone Company building.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.1 Rate Categories (Cont'd)

(B) Channel Mileage

The Channel Mileage rate category provides for the end office equipment and the transmission facilities between the serving wire centers associated with two customer designated premises, between a serving wire center associated with a customer designated premises and a Telephone Company hub or between two Telephone Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility rate and the Channel Mileage Termination rate.

(1) Channel Mileage Facility

The Channel Mileage Facility rate recovers the cost for the transmission path which extends between the Telephone Company serving wire centers and/or hub(s) and includes primarily outside plant used to provide the facility.

(2) Channel Mileage Termination

The Channel Mileage Termination rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at serving wire centers and hubs). Channel Mileage Termination rate will apply at the serving wire center(s) for each customer designated premises and Telephone Company hub where the channel is terminated. If the Channel Mileage is between Telephone Company bridging hubs, the Channel Mileage Termination rate will apply per Telephone Company designated hub. When the Channel Mileage is zero (i.e., collocated serving wire centers), neither the Channel Mileage Facility nor the Channel Mileage Termination rate will apply.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.1 Rate Categories (Cont'd)

(C) Optional Features and Functions

The Optional Features and Functions rate category provides for optional features and functions which may be added to a Special Access Service to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics which may be obtained. These characteristics may be obtained by using various combinations of equipment. Although the equipment necessary to perform a specified function may be installed at various locations along the path of the service, they will be charged for as a single rate element.

Examples of Optional Features and Functions that are available include, but are not limited to, the following:

- Signaling Capability
- Hubbing Functions
- Conditioning
- Transfer Arrangements

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.1 Rate Categories (Cont'd)

(C) Optional Features and Functions (Cont'd)

A hub is a Telephone Company designated serving wire center at which bridging or multiplexing functions are performed. The bridging functions performed are to connect three or more customer designated premises in a multipoint arrangement. The multiplexing functions are to channelize analog or digital facilities to individual services requiring a lower capacity or bandwidth.

Descriptions for each of the available Optional Features and Functions are set forth in 7.4 through 7.8 following.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.2 Types of Rates and Charges

There are three types of rates and charges. These are monthly rates, daily rates and nonrecurring charges. The rates and charges are described as follows:

(A) Monthly Rates

Monthly rates are recurring rates that apply each month or fraction thereof that a Special Access Service is provided. For billing purposes, each month is considered to have 30 days.

(B) Daily Rates

Daily rates are recurring rates that apply to each 24 hour period or fraction thereof that a Program Audio or Video Special Access Service is provided for part-time use. For purposes of applying daily rates, the 24 hour period is not limited to a calendar day.

Part-time Video or Program Audio Service provided within a consecutive 30 day period will be charged the daily rate, not to exceed an amount equal to the monthly rate. For each subsequent day or part day, a charge equal to 1/30th of the monthly rate shall apply.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.2 Types of Rates and Charges (Cont'd)

(C) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing service). The types of nonrecurring charges that apply for Special Access Service are: installation of service, installation of optional features and functions, and service rearrangements.

(1) Installation of Service

Nonrecurring charges apply to each service installed. The nonrecurring charges for the installation of service are set forth each channel type as a nonrecurring charge for the Channel Termination.

(2) Installation of Optional Features and Functions

Nonrecurring charges apply for the installation of some of the optional features and functions available with Special Access Service. The charge applies whether the feature or function is installed coincident with the initial installation of service or at any time subsequent to the installation of the service.

The optional features for which nonrecurring charges apply are:

- Voice Grade Data Capability
- Voice Grade Telephoto Capability
- Program Audio Gain Conditioning
- Program Audio Stereo

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.2 Types of Rates and Charges (Cont'd)

(C) Nonrecurring Charges (Cont'd)

(3) Service Rearrangements

Service rearrangements are changes to existing (installed) services which may be administrative only in nature, as set forth following, or that involve actual physical change to the service. Changes to pending orders are set forth in Section 5.2.2 preceding.

Changes in the physical location of the point of termination or customer designated premises are moves as set forth in 7.2.4 following.

Changes in the type of Service or Channel Termination which result in a change of the minimum period requirement will be treated as a discontinuance of the service and an installation of a new service.

Changes in ownership or transfer of responsibility from one customer to another will be treated as a discontinuance of the service and an installation of a new service.

Administrative changes will be made without charge(s) to the customer. Administrative changes are as follows:

- Change of customer name when the change of name is not the result of a transfer or change of ownership or responsibility,
- Change of customer or customer's end user premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing data (name, address, or contact name or telephone number),
- Change of agency authorization,
- Change of customer circuit identification,

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.2 Types of Rates and Charges (Cont'd)

(C) Nonrecurring Charges (Cont'd)

(3) Service Rearrangements (Cont'd)

- Change of billing account number,
- Change of customer test line number,
- Change of customer or customer's end user contact name or telephone number, and
- Change of jurisdiction.

All other service rearrangements will be charged for as follows:

- If the change involves the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the channel termination rate element will apply. The charge(s) will apply only for the location(s) that is being added.
- If the change involves the addition of an optional feature or function which has a separate nonrecurring charge, that nonrecurring charge will apply.
- If the change involves changing the type of signaling on a Voice Grade service, a charge equal to the Voice Grade channel termination rate element nonrecurring charge will apply. The charge will apply per service termination affected.
- For all other changes, including the addition of optional feature or function without a separate nonrecurring charge, a charge equal to a channel termination rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.3 Moves

A move involves a change in the physical location of one of the following:

- The Point of Termination at the customer's premises
- The customer's premises

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(A) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the service termination affected. There will be no change in the minimum period requirements.

(B) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

7.2.4 Minimum Periods

The minimum service period for all services except part-time Video and Program Audio services is one month. The minimum service period for part-time Video and Program Audio services is one day (i.e., a continuous 24-hour period, not limited to a calendar day).

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.5 Mileage Measurement

The mileage to be used to determine the monthly rate for the Channel Mileage is calculated on the airline distance between the locations involved, i.e., the serving wire centers associated with two customer designated premises, a serving wire center associated with a customer designated premises and a Telephone Company hub, or two Telephone Company hubs. The serving wire center associated with a customer designated premises is the serving wire center from which this customer designated premises would normally obtain dial tone.

Mileage charges are shown with each channel type. To determine the rate to be billed, first compute the mileage using the V&H coordinates method then multiply the resulting number of miles times the Channel Mileage Facility per mile rate and add the Channel Mileage Termination Rate for each termination. When the calculation results in a fraction of a mile, always round up to the next whole mile before determining the mileage and applying the rates.

When hubs are involved, mileage is computed and rates applied separately for each section of the Channel Mileage, i.e., customer designated premises serving wire center to hub, hub to hub and/or hub to customer designated premises serving wire center. However, when any service is routed through a hub for purposes other than customer specified bridging or multiplexing (e.g., the Telephone Company chooses to so route for test access purposes), rates will be applied only to the distance calculated between the serving wire centers associated with the customer designated premises.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.6 Facility Hubs

A customer has the option of ordering Voice Grade service or High Capacity services (i.e., DS1, DS1C, DS2, DS3 or DS4) to a facility hub for channelizing to individual services requiring lower capacity facilities (e.g., Telegraph, Voice, Program Audio, etc.).

Different locations may be designated as hubs for different facility capacities, e.g., multiplexing from digital to digital may occur at one location while multiplexing from digital to analog may occur at a different location. When placing an Access Order the customer will specify the desired hub. The NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. NO. 4 identifies serving wire centers, hub locations and the type of multiplexing functions available.

Some of the types of multiplexing available include the following:

- from higher to lower bit rate
- from higher to lower bandwidth
- from digital to voice frequency channels

Point to point services may be provided on channels of these services to a hub. The transmission performance for the point to point service provided between customer designated premises will be that of the lower capacity or bit rate. For example, when a 1.544 Mbps channel is multiplexed to voice frequency channels, the transmission performance of the channelized services will be Voice Grade, not High Capacity.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.6 Facility Hubs (Cont'd)

The Telephone Company will commence billing the monthly rate for the service to the hub on the date specified by the customer on the Access Order. Individual channels utilizing these services may be installed coincident with the installation of the service to the hub or may be ordered and/or installed at a later date, at the option of the customer. The customer will be billed for a Voice Grade or a High Capacity Channel Termination, Channel Mileage (when applicable), and the multiplexer at the time the service is installed. Individual service rates (by service type) will apply for a Channel Termination and additional Channel Mileage (as required) for each channelized service. These will be billed to the customer as each individual service is installed.

Cascading multiplexing occurs when a High Capacity service is de-multiplexed to provide channels with a lesser capacity and one of the lesser capacity channels is further de-multiplexed. For example, a 6.312 Mbps High Capacity service is de-multiplexed to four DS1 channels and then one of the DS1 channels is further de-multiplexed to 24 individual Voice Grade channels.

When cascading multiplexing is performed, whether in the same or a different hub, a charge for the additional multiplexing unit also applies. When cascading multiplexing is performed at different hubbing locations, Channel Mileage charges also apply between the hubs.

The Telephone Company will designate hubs for Video and Program Audio Services. Full-time or part-time service may be provided between customer designated premises or between a customer designated premises and a hub and billed accordingly at the monthly rates set forth in 7.8 following for a Channel Termination, Channel Mileage and Optional Features and Functions, as applicable. When the service is ordered to a hub, the customer may order a full-time or part-time Video and Program Audio services as needed between that hub and additional customer designated premises. The rate elements required to provide the part-time service (i.e., Channel Termination, Channel Mileage and Optional Features and Functions, as applicable) will be billed at daily rates for the duration of the service requested.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.7 Shared Use Analog and Digital High Capacity Services

Shared use refers to a rate application applicable only when the customer orders High Capacity facilities between a customer designated premises and a Telephone Company hub where the Telephone Company performs multiplexing/demultiplexing functions and the same customer then orders the derived channels as Special and Switched Access Services.

The High Capacity facility will be ordered, provided and rated as Special Access Service (i.e., Channel Termination, Channel Mileage, as appropriate, and Multiplexing Arrangement). The nonrecurring charge that applies when the shared use facility is installed will be the nonrecurring charge associated with the appropriate Special Access High Capacity Channel Termination. Rating as Special Access will continue until such time as the customer chooses to use a portion of the available capacity for Switched Access Service. Individual service (i.e., Switched or Special Access) nonrecurring charges will not apply to the individual channels of the shared use facility.

When Special Access Service is provided utilizing a channel of the shared use facility to a hub, High Capacity rates and charges will apply for the facility to the hub, as set forth preceding, and individual service rates and charges will apply from the hub to the customer designated premises. The rates and charges that will apply to the portion from the hub to the customer designated premises will be dependent on the specific type of Special Access Service that is provided (e.g., Voice Grade, Telegraph, etc.). The applicable rates and charges will include a Channel Termination and Channel Mileage, if applicable. Rates and charges for optional features and functions associated with the service, if any, will apply for the appropriate channel type.

As each individual channel is activated for Switched Access Service, the High Capacity Special Access Channel Termination and Channel Mileage rates will be reduced accordingly (e.g., 1/24th for a DS1 service, etc.). Switched Access Service rates and charges, as set forth in Section 6.8 preceding, will apply for each channel of the shared use facility that is used to provide a Switched Access Service.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.2 Rate Regulations (Cont'd)

7.2.7 Shared Use Analog and Digital High Capacity Services (Cont'd)

The customer must place an order for each individual Switched or Special Access Service utilizing the Shared Use Facilities and specify the channel assignment for each such service.

7.3 Surcharge for Special Access Service

7.3.1 General

(A) Special Access Services provided under this tariff may be subject to the monthly Special Access Surcharge.

7.3.2 Application

(A) The Special Access Surcharge will apply to each interstate Special Access Service that terminates on an end user's PBX or other device where, through a function of the device, the Special Access Service interconnects to the local exchange network. Interconnection functions include but are not limited to wiring and software functions, bridging, switching or patching of calls or stations. The Surcharge will apply irrespective of whether the interconnection function is performed in equipment located at the customer's premises or in a Centrex CO-type switch.

(B) Special Access Service will be exempted from the Surcharge by the Telephone Company upon receipt of the customer's written certification for the following Special Access Service terminations:

- (1) an open-end termination in a Telephone Company switch of an FX line, including CCSA and CCSA-equivalent ONALs; or
- (2) an analog channel termination that is used for radio or television program transmission; or
- (3) a termination used for TELEX service; or

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.3 Surcharge for Special Access Service (Cont'd)

7.3.2 Application (Contend)

(B) (Cont'd)

- (4) a termination that by the nature of its operating characteristics could not make use of Telephone Company common lines such as, terminations which are restricted through hardware or software; or
- (5) a termination that interconnects either directly or indirectly to the local exchange network where the usage is subject to Carrier Common Line charges such as, where the Special Access Service accesses only FGA and no local exchange lines, or Special Access Service between customer points of termination, or Special Access Service connecting CCSA or CCSA-type equipment (inter-machine trunks); or
- (6) a termination that the customer certifies to the Telephone Company is not connected to a PBX or other device which interconnects the Special Access Service to a local exchange subscriber line.

7.3.3 Exemption of Special Access Service

- (A) Special Access Services which are terminated as set forth in 7.3.2(B) preceding will be exempted from the Special Access Surcharge if the customer provides the Telephone Company with written exemption certification. The certification may be provided to the Telephone Company (1) at the time the Special Access Service is ordered or installed; (2) at such time as the service is reterminated to a device which does not interconnect to the service to local exchange facilities, or (3) at such time as the service becomes associated with a Switched Access Service that is subject to Carrier Common Line Charges.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.3 Surcharge for Special Access Service (Cont'd)

7.3.3 Exemption of Special Access Services (Cont'd)

- (B) The exemption certification is to be provided by the customer ordering the service. The certification must be signed by the customer or authorized representative and include the category of exemption, as set forth in 7.3.2(B) preceding, for each termination, and the date which the exemption is effective.
- (C) The customer shall also notify the Telephone Company when an exempted Special Access Service is changed or reterminated such that the exemption is no longer applicable.
- (D) The Telephone Company will work cooperatively with the customer to resolve any questions regarding the exemption certification. In addition, the Telephone Company may withhold exemption of the service until the questions are resolved.

7.3.4 Rate Regulations

- (A) The Surcharge will apply as set forth in 7.3.2(A) preceding, except that a surcharge will be assessed on a per voice grade equivalent basis for Special Access Services derived from High Capacity Special Access Services as shown in the following example:

<u>Special Access Service</u>	<u>Voice Grade Equivalent</u>		<u>Monthly Surcharge</u>	<u>Charge</u>
DS1	24	x	\$.00	= \$.00

In the case of multipoint Special Access Services, one Special Access Surcharge will apply for each termination of a Special Access Channel at an end user's premises.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.3 Surcharge for Special Access Service (Cont'd)

7.3.4 Rate Regulations (Cont'd)

- (B) The Telephone Company will bill the appropriate Special Access Surcharge to the ordering customer for each interstate Special Access Service installed unless exemption certification is provided as set forth in 7.3.3 preceding.
- (C) If a written certification is not received at the time the Special Access Service is obtained, the Surcharge will be applied. Exempt status will become effective on the certification date indicated by the customer, subject to the regulations set forth in (D) following.
- (D) Crediting the Surcharge

The Telephone Company will cease billing the Special Access Surcharge when certification, as set forth in 7.3.3 preceding, is received. If the status of the Special Access Service was changed prior to receipt of the exemption certification, the Telephone Company will credit the customer's account, not to exceed ninety (90) days, based on the effective date of the change as specified by the customer in the letter of certification.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service

7.4.1 Basic Channel Description

A Voice Grade channel is a channel which provides voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz and may be terminated two-wire or four-wire. Voice Grade channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

Voice Grade Special Access services are typically used for voice and voiceband data application. Typical examples of voice grade channels are Foreign Exchange Lines (station end only), multipoint private line, voice trunk type, two-point voice grade data (one way or simultaneous two-way), multipoint voice data, and voice grade telephoto or facsimile. These examples of applications are not intended to limit a customer's use of the channel nor to imply that the channel is limited to a particular use.

Rates and charges for Special Access Voice Grade service are as set forth in Section 20 following.

7.4.2 Technical Specifications Packages and Network Channel Interfaces

Technical specifications packages are set forth in the following matrix. Compatible network channel interfaces are set forth in Section 11.3 following.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service

7.4.2 Technical Specifications Packages and Network Channel Interfaces (Cont'd)

Parameter	Package VG-												
	C*	1	2	3	4	5	6	7	8	9	10	11	12
Attenuation													
Distortion	X	X	X	X	X	X	X	X	X	X	X	X	X
C-Message Noise	X	X	X	X	X	X	X	X	X	X	X	X	X
Echo Control	X	X	X	X		X		X	X			X	X
Envelope Delay													
Distortion	X						X	X	X	X	X	X	X
Frequency Shift	X						X	X	X	X	X	X	X
Impulse Noise	X					X	X	X	X	X	X	X	X
Intermodulation													
Distortion	X						X	X	X	X	X	X	X
Loss Deviation	X	X	X	X	X	X	X	X	X	X	X	X	X
Phase Hits, Gain													
Hits, and Dropouts	X												
Phase Jitter	X						X	X	X	X	X	X	
Signal-to-C													
Message Noise					X								
Signal-to-C													
Notch Noise	X					X	X	X	X	X	X	X	X

The technical specifications for these parameters (except for dropouts, gain hits, and phase hits) are delineated in Technical Reference PUB 62501 and associated Addendum. The technical specifications for dropouts, phase hits, and gain hits are delineated in Technical Reference PUB 41004, Table 4.

The desired parameters are selected by the customer from the list of available parameters.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions

(A) Central Office Bridging Capability

- (1) Voice Bridging (two-wire and four-wire)
- (2) Data Bridging (two-wire and four-wire)
- (3) Telephoto Bridging (two-wire and four-wire)
- (4) Telemetry and Alarm Bridging
Split Band, Active Bridging
Passive Bridging

Summation, Active Bridging

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(B) Conditioning

Conditioning provides more specific transmission characteristics for Voice Grade services. C-Type conditioning controls attenuation distortion and envelope delay distortion.

For two-point services, the parameters apply to each service. For multipoint services, the parameters apply to each mid-link or end link. C-Type conditioning and Data Capability may be combined on the same service.

(1) C-Type Conditioning

C-Type Conditioning is provided for the additional control of attenuation distortion and envelope delay distortion on data services. The attenuation distortion and envelope delay distortion specifications for C-Type Conditioning are:

<u>Attenuation Distortion</u> (Frequency Response) <u>Relative to 1004 Hz</u>		<u>Envelope Delay</u> <u>Distortion</u> Variation	
<u>Frequency</u> <u>Range (Hz)</u>	<u>Variation</u> <u>(dB)</u>	<u>Frequency</u> <u>Range (Hz)</u>	<u>(micro-</u> <u>seconds)</u>
400-2800	-1.0 to +2.0	1000-2600	100
300-3000	-1.0 to +3.0	800-2600	200
3000-3200	-2.0 to +6.0	600-2600	300
		500-2800	600
		500-3000	3000

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(C) Conditioning (Cont'd)

(2) Sealing Current Conditioning

It is usually associated with four-wire DA or NO type channel interfaces.

(D) Customer Specified Premises Receive Level

This option allows the customer to specify the receive level at the Point of Termination. The level must be within a specific range on effective four-wire transmission. The ranges are delineated in Technical Reference PUB 62501.

(E) Improved Return Loss

(1) On Effective Four-Wire Transmission at Four-Wire Point of Termination (applicable to each two-wire port): Provides for a fixed 600 ohm impedance, variable level range and simplex reversal. Telephone Company equipment is required at the customer's premises where this option is ordered. The Improved Return Loss parameters are delineated in Technical Reference PUB 62501.

(2) On Effective Two-Wire Transmission at Two-Wire Point of Termination: Provides for more stringent Echo Control specifications. In order for this option to be applicable, the transmission path must be four-wire at one POT and two-wire at the other POT. Placement of Telephone Company equipment may be required at the customer's premises with the two-wire POT. The Improved Return Loss parameters are delineated in Technical Reference PUB 62501.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(F) Data Capability (D Conditioning)

Data Capability provides transmission characteristics suitable for data communications. Specifically, Data Capability provides for the control of Signal to C-Notched Noise Ratio and intermodulation distortion. It is available for two-point services or three-point multipoint services.

The Signal to C-Notched Noise Ratio and intermodulation distortion parameter for Data Capability are:

- Signal to C-Notched Noise Ratio is equal to or greater than 32dB
- Intermodulation distortion:
- Signal to second order modulation products (R2) is equal to or greater than 38dB.
- Signal to third order modulation products (R3) is equal to or greater than 42 dB

When a service equipped with Data Capability is used for voice communications, the quality of the voice transmission may not be satisfactory.

(G) Telephoto Capability

Telephoto Capability provides transmission characteristic suitable for telephotographic communications. Specifically, Telephoto Capability is provided for the control of attenuation distortion and envelope delay distortion on telephotographic services. The attenuation distortion and envelope delay distortion parameters for Telephoto Capability are:

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(G) Telephoto Capability (Cont'd)

Attenuation Distortion
(1004Hz Reference)

Frequency Variation
Range (Hz) (dB)

500-3000 -0.5 to +1.5
300-3200 -1.0 to +2.5

Envelope Delay Distortion

Frequency Variation
Range (Hz) (mcs)

1000-2600 110
800-2800 180

(H) Signaling Capability

Signaling Capability provides for the ability to transmit signals from one customer premises to another customer premises on the same service.

(I) Selective Signaling Arrangement

An arrangement that permits code selective ringing for up to ten codes on a multipoint service.

(J) Transfer Arrangement

An arrangement that affords the customer an additional measure of flexibility in the use of their access channel(s). The arrangement can be utilized to transfer a leg of a Special Access Service to another channel that terminates in either the same or a different customer premises. A key-activated or dial-up control service is required to operate the transfer arrangement. A spare channel, if required, is not included as part of the option.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(K) Four-Wire/Two-Wire Conversions

When a customer requests that an effective four-wire channel be terminated with a two-wire channel interface at the customer designated premises, a four-wire to two-wire conversion is required. The rate for the conversion is included as part of the basic Channel Termination rate.

(L) Improved Two-Wire Voice Transmission

(1) Loss Deviation

The maximum Loss Deviation of the 1004 HZ loss relative to the Expected measured Loss (EML) is -4.0 dB to +4.0 dB.

(2) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 280 Hz frequency band relative to loss at 1004 Hz is -2.0 dB to +6.0 dB.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

(L) Improved Two-Wire Voice Transmission (Cont'd)

(3) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than:

<u>Route Miles</u>	<u>C-Message Noise</u>
less than 50	35 dBmco
51 to 100	37 dBmco
101 to 200	40 dBmco
201 to 400	43 dBmco
401 to 1000	45 dBmco

(4) Return Loss

The Return Loss, expressed as Echo Return Loss (ERL) and Singing Return Loss (SRL), is equal to or greater than:

ERL 13.0 dB
SRL 6.0 dB

The rate for the provision of Improved Two-Wire Voice Transmission is included as part of the basic Channel Termination rate.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.4 Voice Grade Service (Cont'd)

7.4.3 Optional Features and Functions (Cont'd)

The following table shows the technical specifications packages with which the optional features and functions are available.

	Available with Technical Specifications Package VG-													
	<u>C*</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>W</u>
C-Type Conditioning	X					X	X	X	X	X	X			
Central Office Bridging														
Central Office Capability	X		X			X	X				X	X	X	
Central Office Multiplexing	X						X							
Customer Specified Premises Receive Level	X		X	X				X	X	X				
Data Capability	X						X	X			X			
Improved Return Loss For Effective Four-Wire Transmission	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Improved Return Loss For Effective Two-Wire Voice Transmission	X		X	X				X						
Improved Two-Wire Voice Transmission														X
Sealing Current Conditioning	X						X							
Selective Signaling Arrangement	X		X			X	X				X	X	X	
Signaling Capability	X	X	X	X				X	X	X				
Telephoto Capability	X													X
Transfer Arrangement	X	X	X	X	X	X	X	X	X	X	X	X	X	X

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.5 Program Audio Service

7.5.1 Basic Channel Description

A Program Audio channel is a channel with bandwidth measured in Hz for the transmission of a complex signal voltage. The actual bandwidth is a function of the channel interface selected by the customer. Only one-way transmission is provided. Program Audio channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

Rates and Charges can be found in Citizens interstate access tariff FCC No. 1, Section 20 following.

7.5.2 Technical Specifications Packages and Network Channel Interfaces

Parameter	Package AP				
	C*	1	2	3	4
Actual Measured Loss	X	X	X	X	X
Amplitude Tracking	X				
Crosstalk	X	X	X	X	X
Distortion Tracking	X				
Gain/Frequency					
Distortion	X	X	X	X	X
Group Delay	X				
Noise X	X	X	X	X	
Phase Tracking	X				
Short-Term Gain					
Stability	X				
Short-Term Loss	X				
Total Distortion	X	X	X	X	X

The technical specifications are delineated in Technical Reference PUB 62503 and associated Addendum.

* The desired parameters are selected by the customer from the list of available parameters.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.5 Program Audio Service (Cont'd)

7.5.3 Optional Features and Functions

(A) Central Office Bridging Capability

Distribution Amplifier

(B) Gain Conditioning

Control of 1004 Hz AML at initiation of service to 0dB + 0.5 dB.

(C) Stereo

Provision of a pair of gain/phase equalized channels for stereo applications.
(Additional Program Audio channel must be ordered separately.)

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.6 Video Service

7.6.1 Basic Channel Description

A Video channel is a channel with one-way transmission capability for a standard 525 line/60 field monochrome, or National Television Systems Committee color, video signal and one or two associated 5 or 15 kHz audio signal(s). The associated audio signal(s) may be either diplexed or provided as one or two separate channels. The provision and the bandwidth of the associated audio signal(s) is a function of the channel interface selected by the customer. Video channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

Rates and Charges can be found in Citizens interstate access tariff FCC No. 1, Section 20 following.

7.6.2 Technical Specifications Packages and Network Channel Interfaces

<u>Parameter</u>	<u>Package TV-</u>		
	<u>C*</u>	<u>1</u>	<u>2</u>
Amplitude vs. Frequency Response	X		
Chrominance/Luminance Inequalities			
Gain	X	X	X
Delay	X	X	X
Chrominance/Luminance Intermodulation	X		
Chrominance Nonlinear Gain	X		
Chrominance Nonlinear Phase	X		
Crosstalk	X		X
Differential Gain	X	X	X
Differential Phase X	X	X	
Dynamic Gain (picture and sync signal)		X	
Field-Time Distortion	X	X	X
Gain/Frequency Distortion	X	X	X
Gain Stability X	X	X	
Insertion Gain	X	X	X
Line-Time DistortionX	X	X	
Long-Time Distortion	X	X	X

* The desired parameters are selected by the customer from the list of available parameters.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.6 Video Service (Cont'd)

7.6.2 Technical Specifications Packages and Network Channel Interfaces (Cont'd)

<u>Parameter</u>	<u>Package TV-</u>		
	<u>C*</u>	<u>1</u>	<u>2</u>
Luminance Nonlinearity	X		
Luminance Signal/CCIR			
Weighted Noise X	X	X	
Short-Time Distortion			
2 T Pulse X	X	X	
T - Bar Ringing X	X	X	
Signal/15 kHz Flat			
Weighted Noise X	X	X	
Signal/Low Frequency			
Noise	X		
Stereo Gain Difference	X	X	
Stereo Phase Difference	X	X	
Total Harmonic Distortion	X	X	X
Transient Sync Signal			
Non-Linearity	X		
Video/Audio Delay			
Difference	X		

The technical specifications are delineated in Technical Reference PUB 62504 and associated Addendum.

* The desired parameters are selected by the customer from the list of available parameters.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.6 Video Service (Cont'd)

7.6.2 Technical Specifications Packages and Network Channel Interfaces (Cont'd)

The following channel interfaces (CIs) define the bandwidth and the provision of the audio signal(s) associated with a Video channel:

<u>CI</u>	<u>Audio Bandwidth</u>	<u>Provision</u>
2TV6-1	15kHz	1 Channel, diplexed
2TV6-2	15kHz	2 Channels, diplexed
2TV7-1	15kHz	1 Channel, diplexed
2TV7-2	15kHz	2 Channels, diplexed
4TV6-5	5kHz	1 Channel, separate
4TV6-15	15kHz	1 Channel, separate
4TV7-5	5kHz	1 Channel, separate
4TV7-15	15kHz	1 Channel, separate
6TV6-5	5kHz	2 Channels, separate
6TV6-15	15kHz	2 Channels, separate
6TV7-5	5kHz	2 Channels, separate
6TV7-15	15kHz	2 Channels, separate

Compatible channel interfaces are set forth in Section 11.3 following.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.7 Digital Data Service

7.7.1 Basic Channel Description

A Digital Data channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2, 56 or 64 kbps where facilities are available. The actual bit rate is a function of the channel interface selected by the customer. The channel provides a synchronous service with timing provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream. Digital Data channels are only available via Telephone Company designated hubs and are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

The customer may provide the Channel Service Unit-type equipment or other Network Channel Terminating Equipment associated with the Digital Data channel at the customer premises. The interim program for interconnection of such equipment is set forth in Technical Reference PUB AS No. 1.

Rates and Charges for Special Access Digital Data Service are as set forth in Section 20 following.

7.7.2 Technical Specifications Packages and Network Channel Interfaces

The Telephone Company will provide a channel capable of meeting a monthly average performance equal to or greater than 99.875% error-free seconds (if provided through a Digital Data hub) while the channel is in service, if it is measured through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62310.

Voltages which are compatible with Digital Data Service are delineated in Technical Reference PUB 62507.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.7 Digital Data Service (Cont'd)

7.7.2 Technical Specifications Packages and Network Channel Interfaces (Cont'd)

The following channel interfaces (CIs) define the bit rates that are available for a Digital Data channel:

<u>CI</u>	<u>Bit Rate</u>
DU-24	2.4 kbps
DU-48	4.8 kbps
DU-96	9.6 kbps
DU-19	19.2 kbps
DU-56	56.0 kbps
DU-64	64.0 kbps

Compatible channel interfaces are set forth in Section 11.3 following.

7.7.3 Optional Features and Functions

(A) Central Office Bridging Capability

Digital data bridging is available on an individual case basis only, and where Digital Data Service is provided via a hub.

(B) Transfer Arrangement

An arrangement that affords the customer an additional measure of protection and/or flexibility in the use of their access channel(s) on a 1xN basis. The arrangement can be utilized to transfer a leg of a Special Access Service to either a spare or working channel that terminates in either the same or a different customer designated premises. This arrangement is only available at a Telephone Company designated hub. A key-activated or dial-up control service is required to operate the transfer arrangement. A spare channel, if required, is not included as a part of the option.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.7 Digital Data Service (Cont'd)

7.7.3 Optional Features and Functions (Cont'd)

(C) Digital Data Carrier Multiplexer

An arrangement that multiplexed a single DS1 (1.544 Mbps) digital channel to twenty three DS0 digital ports for connection to either a subrate data multiplexer as described in (D) following or 56 Kbps digital channels.

(D) Digital Data Subrate Multiplexer

Used with cascading multiplexing, the Digital Data Subrate Multiplexer is an arrangement that multiplexes the following quantities of subrate digital data channels into a single DS0 digital port: 1) twenty 2.4 Kbps, 2) ten 4.8 Kbps or 3) five 9.6 Kbps. In turn, the DS0 digital port is then multiplexed to a single DS1 digital channel using the Digital Data Carrier Multiplexer described in (C) preceding.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.8 High Capacity Service

7.8.1 Basic Channel Description

A High Capacity channel is a channel for the transmission of nominal 64.0 kbps* or 1.544, 3.152, 6.312, 44.736, or 274.176 Mbps isochronous serial data. The actual bit rate is a function of the channel interface selected by the customer. High Capacity channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

The customer may provide the Network Channel Terminating Equipment associated with the High Capacity channel at the customer's premises. The interim program for interconnection of such equipment is set forth in Technical Reference PUB AS No. 1.

Rates and Charges for Special Access High Capacity Service are set forth in Section 20 following.

7.8.2 Technical Specifications Packages and Network Channel Interfaces

A channel with technical specifications package HC1 will be capable of an error-free second performance of 98.75% over a continuous 24 hour period as measured at the 1.544 Mbps rate through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62411.

* A 64.0 Kbps channel is available as a channel of a 1.544 Mbps Channel to a Telephone Company hub.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.8 High Capacity Service (Cont'd)

7.8.2 Technical Specifications Packages and Network Channel Interfaces

The following channel interfaces (CIs) define the bit rates that are available for a High Capacity channel:

CI	Bit Rate
DS-15*	1.544 Mbps (DS1)
DS-27	274.176 Mbps (DS4)
DS-31	3.152 Mbps (DS1C)
DS-44	44.736 Mbps (DS3)
DS-63	6.312 Mbps (DS2)

Compatible channel interfaces are set forth in 11.3 following.

7.8.3 Optional Features and Functions

(A) Automatic Loop Transfer

The Automatic Loop Transfer provides protection on a 1xN basis against failure of the facilities between a customer designated premises and the wire center serving that premises. Protection is furnished through the use of a switching arrangement that automatically switches to a spare channel line when a working line fails. The spare channel is not included as a part of the option. This option requires compatible equipment at both the serving wire center and the customer premises. The customer is responsible for providing the equipment at its premises.

* A 64.0 Kbps channel is available as a channel of a 1.544 Mbps Channel to a Telephone Company hub.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.8 High Capacity Service (Cont'd)

7.8.3 Optional Features and Functions (Cont'd)

(B) Transfer Arrangement

An arrangement that affords the customer an additional measure of flexibility in the use of their access channel(s). The arrangement can be utilized to transfer a leg of a Special Access Service to either a spare or working channel that terminates in either the same or a different customer premises. A key-activated or dial-up control service is required to operate the transfer arrangement. A spare channel, if required, is not included as part of the option.

(C) Central Office Multiplexing

(1) DS4 to DS1

An arrangement that converts a 274.176 Mbps channel to 168 DS1 channels using digital time division multiplexing.

(2) DS3 to DS1

An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.

(3) DS2 to DS1

An arrangement that converts a 6.312 Mbps channel to four DS1 channels using digital time division multiplexing.

ACCESS SERVICES

7. Special Access Service (Cont'd)

7.8 High Capacity Service (Cont'd)

7.8.3 Optional Features and Functions (Cont'd)

(C) Central Office Multiplexing (Cont'd)

(4) DS1C to DS1

An arrangement that converts a 3.152 Mbps channel to two DS1 channels using digital time division multiplexing.

(5) DS1 to Voice

An arrangement that converts a 1.544 Mbps channel to 24 channels for use with Voice Grade Services. A channel at this DS1 to the Hub can also be used for a Digital Data Service.

(6) DS1 to DS0

An arrangement that converts a 1.544 Mbps channel to 23 64.0 kbps channels utilizing digital time division multiplexing.

(7) DS0 to Subrate

An arrangement that converts a 64.0 kbps channel to subspeeds of up to twenty 2.4 kbps, ten 4.8 kbps, or five 9.6 kbps channels using digital time division multiplexing.

(D) Interconnection Cross-Connect

A cross-connect charge will be charged on a monthly basis to recover the costs of the facilities and equipment required for the cable connection from the Telephone Company distribution frame to the central office electronic equipment owned or dedicated to the interconnector. Rates will be standard for each Telephone Company central office where an interconnector has established a multiplexing node.

Cross-Connect

- per each interconnection type
1.5 Mbps connection \$10.00
45 Mbps connection \$50.00

(C)

(C)

ACCESS SERVICES

8. Special Federal Government Access Services

8.1 General

This section covers Special Access Services that are provided to a customer for use only by agencies or branches of the Federal Government and other users authorized by the Federal Government. Services provided to state emergency operations centers are included. These services provide for command and control communications, including communications for national security, emergency preparedness and presidential requirements. They are required to assure continuity of Government in emergency and crisis situations and to provide for national security.

Services for command and control communications and for national security and emergency preparedness sometimes require short notice and short duration service provisions. These provisions are especially needed to meet presidential requirements or in response to natural, man-made, or declared emergencies. Requirements of this type cannot be forecasted and are usually needed for a relatively short period. The provision of service under these conditions may require the availability of facilities, such as portable microwave equipment, which are provided on a temporary basis by the Telephone Company or customer.

8.2 Emergency Conditions

These services will be provided on the date requested or as soon as possible thereafter when the emergency falls into one of the following categories:

- State of crisis declared by the National Command Authorities (includes commitments made to the National Communications System in the "National Plan for Emergencies and Major Disasters").
- Efforts to protect endangered U.S. personnel or property both in the U.S. and abroad. (Includes space vehicle recovery and protection efforts.)
- Communications requirements resulting from hostile action, a major disaster or a major civil disturbance.
- The director (Cabinet level) of a Federal department, Commander of a Unified/Specified Command, or head of a military department has certified that a communications requirement is so critical to the protection of life and property or to the National Defense that it must be processed immediately.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

8. Special Federal Government Access Services (Cont'd)

8.2 Emergency Conditions (Cont'd)

- Political unrest in foreign countries which affect the national interest.
- Presidential service.

8.3 Safeguarding of Service

8.3.1 Facility Availability

In order to ensure communications during periods of emergency, the Telephone Company will, within the limits of good management, make available the necessary facilities to restore service in the event of damage or to provide temporary emergency service.

In order to meet the requirements of agencies or branches of the Federal Government, the Telephone Company may utilize government-owned facilities, when necessary to provide service.

8.4 Federal Government Regulations

In accordance with Federal Government Regulations, all service provided to the Federal Government will be billed in arrears. However, this provision does not apply to other customers that obtain services under the provisions of this tariff to provide their services to the Federal Government.

8.5 Rate and Charges

- (1) When service (with a termination charge associated with it) is moved and reinstalled at a new location, the customer may elect:
 - to pay the unexpired portion of the termination charge for the service, if any, with the application of a nonrecurring charge and the establishment of a new termination charge for such service at the new location, or to continue service subject to the unexpired portion

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

8. Special Federal Government Access Service (Cont'd)

8.5 Rate and Charges (Cont'd)

(1) (Cont'd)

- of the termination charge, if any, and pay the estimated costs of moving such service, provided that the customer requests these charges be quoted prior to ordering the service move. Charges for moving such service will be based on estimated costs attributable to the move.
- Move charges include the estimated costs of removal, restoration of services or facilities necessitated by the move, transportation, storage, reinstallation, engineering, labor, supervision, materials, administration, and any other specific items of cost directly attributable to the move.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services

9.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer only when:

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in Section 6 and Section 7 preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Section 7.1.1 preceding.
- (C) A customer requests a Design Change, additional engineering time is incurred by the Telephone Company for the engineering review as set forth in Section 5.2.2(C) preceding. The charge for additional engineering will apply whether or not the customer authorizes the Telephone Company to proceed with the design change.

The Telephone Company will notify the customer that additional engineering charges, as set forth in 9.1.1 following, will apply before any additional engineering is undertaken.

9.1.1 Charges for Additional Engineering

Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of the Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%. The charges for Additional Engineering are shown in Section 20 following.

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Telephone Company as set forth in 9.2.1 through 9.2.5 following. The Telephone Company will notify the customer that additional labor charges as set forth in Section 20 following will apply before any additional labor is undertaken.

9.2.1 Overtime Installation

Overtime installation is that Telephone Company installation effort outside of normally scheduled working hours.

9.2.2 Overtime Repair

Overtime repair is that Telephone Company maintenance effort performed outside of normally scheduled working hours.

9.2.3 Stand by

Stand by includes all time in excess of one-half (1/2) hour during which Telephone Company personnel stand by to make installation acceptance tests or cooperative tests with a customer to verify facility repair on a given service.

9.2.4 Testing and Maintenance with Other Telephone Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, is that which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Telephone Company.

9.2.5 Other Labor

Other labor is that additional labor not included in 9.2.1 through 9.2.4 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services

9.3.1 Maintenance of Service

- (A) When a customer reports a trouble to the Telephone Company for clearance and no trouble is found in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to the customer's premises to when the work is completed. Failure of Telephone Company personnel to find trouble in Telephone Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.
- (B) The customer shall be responsible for payment of a Maintenance of Service charge when the Telephone Company dispatches personnel to the customer designated premises, and the trouble is in equipment or communications systems provided by other than the Telephone Company or in detariffed CPE provided by the Telephone Company.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

- (C) The charge for Maintenance of Service are the same as those set for Additional Labor as set for in Section 20 following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.2 Restoration Priority

The Telephone Company will arrange a Special Access Service for Restoration Priority on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communications Commission's Rules and Regulations. A charge applies when a request to provide or change a Restoration Priority is received subsequent to the issuance of an Access Order to install the service. No charge applies when a Restoration Priority is discontinued or when ordered coincident with an access order to install service.

9.3.3 Presubscription

Presubscription is a procedure whereby an end user[#] may select and designate an Interexchange Carrier (IC) to access, without dialing an access code, for intraLATA and interLATA calls. The end user may select one (1) IC for both intraLATA and interLATA calls or they may select one (1) IC for interLATA calls and a different IC for IntraLATA calls. The selected ICs are referred to as the end user's primary ICs. The presubscription procedure also allows the agent* representing a pay telephone to select and designate to the Telephone Company ICs to access, without dialing an access code, for intraLATA and interLATA calls. Presubscription is available only to End Users served by end offices that have been converted to provide Feature Group D Switched Access Service.

For purposes of this section, the term end user also includes Alternative local exchange carriers (ALECs) that are certified to resell local exchange telecommunications service.

* An agent is the person or persons who have the legal authority to give permission to for the placement of pay telephone on their premises and who control access to or usage of the pay telephone

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

InterLATA presubscription of residence and business lines and/or trunks is furnished in accordance with the detailed provisions of the Federal Communications Commission's Allocation Plan. The plan with all appendices is available for inspection at the main building of the Federal Communications Commission in the Public Reference Room of the Tariff Division. Copies may be obtained from the Federal Communications Commission's Commercial Contractor.

The same detailed provisions also apply to pay telephone presubscription for end offices converting to equal access after February 10, 1990. Pay telephone presubscription for end offices converted to equal access prior to February 10, 1990, will follow a transition schedule. After that date, pay telephone lines will be included in the standard presubscription time line for the end office.

Should a customer want to use other services of the same or another IC, it will be necessary for the customer to dial the necessary access code(s) (i.e., 1014X) to reach that IC's service(s)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

Principal provisions of the Allocation Plans and associated Telephone Company provisions are as follows:

(A) End User and Agent Notification, Equal Access Process and Interexchange Carrier End User and Agent Lists.

An end user or agent must select only one IC as a primary IC. Multi-line hunt group end users or agents have two options in selecting a primary IC. Under option one, an end user or agent may select one IC for all its lines. Under option two, an end user or agent may indicate a desire to designate specific lines to different ICs. When option two is selected, the end user or agent must give notice to the Telephone Company, which will allow a line-by-line designation of ICs.

An IC obtaining service commitments from end users and agents directly must provide an IC End User and Agents List to the Telephone Company accompanied by a document certifying that the IC does have end user and agent signed statements, or has taken steps to obtain signed letters of agency, containing the required information from each end user and agent on the list. The Telephone Company will process all End User and Agent list that are received 20 days prior to conversion of an end office to equal access. This choice is considered a valid selection and the nonrecurring charge as set forth in Section 20.1.7 following will apply to any subsequent change made after the equal access conversion date.

Customers obtaining service from the Telephone Company on or after the date of intraLATA equal access conversion who do not make an affirmative selection, will have no "1"+ capability until they make a selection.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(B) End User Choice Discrepancy

When a discrepancy is determined regarding an end user's or an agent's designation of a primary IC, the following applies depending upon the situation described:

- (1) When an end user or agent indicates more than one IC choice per line on a request, the Telephone Company will contact the end user or agent for clarification.
- (2) When the Telephone company identifies a conflict between lists submitted by two or more ICs, the Telephone Company will notify, within 10 days, all affected ICs via a conflict report.

In addition, the Telephone Company may either contact the end user or agent directly or request certification from the affected ICs that they have a signed letter of agency of file. The IC whose letter of agency bears the latest authorization date shall become the end user's or agent's primary IC.

(C) Presubscription Charge Application

The Telephone Company will provide an initial wavier period of 6 months from implementation of intraLATA toll dialing parity for existing end users to select their primary IntraLATA IC. This waiver period will expire on October 1, 1997, based on an April 1, 1997, implementation date of IntraLATA Toll Dialing Parity.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(C) Presubscription Charge Application (Cont'd)

New end users or agents, who will be served by end offices equipped with equal access, will be asked to select a primary IC for both intraLATA and interLATA calls or select one (1) IC for their interLATA calls at the time they place an order with the Telephone Company for Telephone Exchange Service.

For the interLATA selection, a confirming notice will be mailed to the new end user or agent when an IC is verbally chosen. New end users who return confirmation notices within 30 days identifying an interLATA IC different from that given verbally will have such selection processed without charge.

New end users or agents will be offered the names of participating carriers to aid in their selection of a primary interLATA and intraLATA ICs. There will be no charge for these initial selections.

After the end user's or agent's initial primary IC selection, for any change thereafter, a charge, as set forth in Section 20.1.7 following applies.

End users may designate that they do not want a primary interLATA or intraLATA IC and this choice is referred to as "No-PIC". This choice is considered a valid selection and a Presubscription Charge will apply to any subsequent change. The "No-PIC" designation is not available to pay telephone agents.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(C) Presubscription Charge Application (Cont'd)

Should an IC elect to discontinue Feature Group D service in an end office converting to equal access prior to the conversion date, or within two years after the introduction of Feature Group D in the converted end office, the IC shall contact in writing all end users and agents who selected, or were allocated to, the canceling IC as their designated IC. Such written notification must advise these end users or agents of the cancellation, request that the end users or agents select a new IC, and state that the canceling IC will pay the change charge.

For a period of two years following the IC's discontinuance of Feature Group D service, the Telephone Company will bill the canceling IC the change charge for each end user and agent that is currently designated to the IC at the time of discontinuance.

The Telephone Company will make conversion changes in the end user's or agents interLATA and intraLATA PIC assignments pursuant to an IC provided list of customers, accepted by the Telephone Company under the conditions set forth in (A) preceding. Should an end user or agent dispute authorization of the change in PIC assignments, the Telephone Company may, in order to resolve the dispute, require that the IC requesting the change submit a signed letter of agency. If the IC cannot produce a customer signed letter of agency from the end user or agent, and the Telephone Company resolves the dispute in favor of the end user or agent, the IC will be billed two nonrecurring charges: a presubscription change charge as set forth in Section 20.1.7 following for the change to the disputed IC and an unauthorized presubscription change charge as specified in Section 20.1.7 or following to restore the end user's or agent's prior IC assignment. If the IC produces the required letter of agency within 30 days of the Telephone Company's request, the end user or agent will be billed two presubscription change charges as specified in Section 20.1.7 following in lieu of the IC. Charges are only applicable if a change in an end user's or agent's IC selection has actually been implemented in the switch.

- (D) The nonrecurring charge for a change in Presubscription rates can be found in section 20.1.7. following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(E) IC CIC Consolidation

IC requests to consolidate multiple CICs (Carrier Identification Codes) will be subject to an IC CIC Consolidation Charge. This charge is only assessed when all lines or trunks associated with the former CIC(s) are changed on a one-time realignment basis within the Telephone Company's databases at a nationwide level to a single existing CIC. Requests for an IC CIC Consolidation must be provided to the Telephone Company in writing, but no ASR Ordering Charge is applicable for this request.

The IC CIC Consolidation charge does not apply to normal PIC change activity, whereby carrier selection is changed and no consolidation of CICs occurs.

The Telephone Company will negotiate a due date for an IC CIC Consolidation with the IC. It is the sole responsibility of the IC to notify affected end users of the change.

If an IC elects to change a CIC due to surrendering a CIC to the North American Numbering Plan (NANP) Administrator for reassignment, the IC CIC Consolidation Charge will be waived. The waiver is applied only when the IC surrenders the CIC on a nationwide basis. Additionally, the CIC must be relinquished within ninety (90) days from the completed conversion date. Confirmation of relinquished code(s) must be in writing and come from the NANP Administrator.

(F) Liability of the Telephone Company

If through the fault of the Telephone Company, the end user or agent is not subscribed to its chosen PIC, the nonrecurring charges in Section 20 do not apply to reassign the end user or agent to his chosen PIC.

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(G) IC Desired Due Date (ICDDD) for PIC Installation

An IC may request a desired due date for PIC installation for a specific, single end user or agent acting on behalf of an end user post equal access conversion. This ICDDD is a mutually agreed upon negotiated due date, determined to be between 3 and 45 business days from the date of receipt of the order. The IC must coordinate the ICDDD with the Telephone Company prior to sending in the first order.

The ICDDD does not apply to routine lists provided by the IC, as set forth in 9.3.3 (A). The Nonrecurring Charge for Primary Interexchange Carrier, as set forth in Section 20.1.7 following applies to each line converted to the IC requesting ICDDD. This charge will be billed to the IC's end user customer.

(H) Nonrecurring Charge for Primary Interexchange Carriers

The nonrecurring charge for the selection of a Primary Interexchange Carriers is as set forth in the Citizens Telecommunications Companies PSC. 2, Section 20.

1) Snapshot List

The Snapshot List is a summary of selected end user and agent information for specific IC which resides in the Telephone Company customer data base. The Snapshot List may be provided on magnetic tape, electronic transmission, or paper printout, at the option of the IC, at rates provided in Section 20.1.7 Foreign listings, PBX stations, CU Centrex stations and numbers not in service will not be provided.

The Snapshot List will be provided to the IC no later than 30 days after receipt of the order. The nonrecurring charge for the Snapshot List applies per state per order.

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.4 Standard Jacks - Registration Program

Standard jacks are provided by the Telephone Company to connect Registered Equipment to those services that are subject to the Registration Program as set forth in Section 2.5 preceding. The use of jacks is covered in Part 68 of the F.C.C.'s Rules and Regulations. Specific jacks are described in the document on file with the FCC entitled "Descriptions of Standard Registration Program Connection Configurations Supplementing Configurations Described in Subpart F of Part 68 of the FCC's Rules and Regulations."

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.4 Standard Jacks - Registration Program (Cont'd)

These jacks are used to terminate services provided by the Telephone Company. Other services or facilities provided by the Telephone Company or by others may also be terminated in any spare capacity of the jacks remaining after installation without additional charge for the use of such capacity.

9.3.5 Billing Name and Address Service

The Telephone Company will, upon request, provide Billing Name and Address Service (BNA) for customer provided ten digit end user telephone numbers. The BNA service will be provided only when the customer requires the information to bill a call.

A standard format for the receipt and provision of telephone number and billing name and address information will be established by the Telephone Company. Charges for each BNA service searched for and found or searched for and not found will be billed at rates in Section 20 following. BNA service will be provided via magnetic tape, electronic transmission, or paper format, at the option of the customer, at rates in Section 20 following.

The customer must order BNA service and provide test data tape at least 30 days prior to delivery of the first customer order.

The frequency for receipt of the customer provided orders will be no more than twice monthly and at intervals mutually agreed upon between the Telephone Company and at intervals mutually agreed upon between the Telephone Company and the customer. The customer provided end user telephone numbers will be programmed by the Telephone Company with the proper end user's billing name and address contained in the Telephone Company's file at that time. BNA service for nonlisted/nonpublished end user telephone numbers will not be provided.

The output records will be sent to the customer via first class U.S. Mail. The output records will normally be made available for mailing ten workdays after receipt of the customer order or at an interval mutually agreed upon. Availability may be delayed in case of input errors in the customer provided order.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.5 Billing Name and Address Service (Cont'd)

The customer may request data be transmitted. Data transmission charges will be determined on an ICB. Data transmission hardware and software specifications will be mutually agreed upon by the Telephone Company and the customer.

BNA service detail will not be retained by the Telephone Company longer than 45 days. If the customer requests that the output be made available on a second occasion, such request must occur within 30 days from the date the first was made.

Any customer, provided BNA service pursuant to this tariff, agrees to abide by all applicable rules, decisions, orders, statutes and laws concerning the disclosure of published and nonpublished telephone numbers, and further agrees to use the information contained therein only for the purpose of billing for services provided to their end users.

9.3.6 Testing Services

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 9.3.5 following. Other testing services, as described in Section 6 and Section 7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A)(3) and (B)(2) following for a customer to request Telephone Company personnel to perform testing services at the customer's premises.

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 9.3.6 following. Other testing services, as described in Section 6 and Section 7 preceding, are provided by the Telephone Company in association with Access Services and are furnished at no additional charge.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Testing Services (Cont'd)

Testing services are normally provided by Telephone Company personnel at Telephone Company locations. However, provisions are made in (A)(3) and (B)(2) following for a customer to request Telephone Company personnel to perform testing services at the customer's premises.

The offering of Testing Services under this section of the tariff is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned in (A) and (B) following:

(A) Switched Access Service

Testing Services for Switched Access are comprised of (a) tests which are performed during the installation of a Switched Access Service, i.e., Acceptance Tests, (b) tests which are performed after acceptance of such access services by a customer which are without charge i.e., routine testing and (c) additional tests which are performed during or after acceptance of such access services by a customer for which additional charges apply, i.e., Additional Cooperative Acceptance Tests and in-service tests.

Routine tests are those tests performed by the Telephone Company on a regular basis, as set forth in Section 6 and Section 7 preceding which are required to maintain Switched Access Service. Additional in-service tests may be done on an automatic basis (no Telephone Company or customer technicians involved), on a manual basis (Telephone Company technician(s) involved at Telephone Company office(s) and Telephone Company or customer technician(s) involved at customer designated premises).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

Testing services are ordered to the Dial Tone Office for FGA, to the access tandem or end office for FGB (wherever the FGB service is ordered) and to the end office for FG's C and D. Testing Services for Directory Assistance Service not routed through an access tandem is ordered to a Directory Assistance Location for each NPA.

(1) Additional Cooperative Acceptance Testing (ACAT)

Additional Cooperative Acceptance Testing of Switched Access Service involves the Telephone Company provision of a technician at its office(s) and the customer provision of a technician at its premises, with suitable test equipment to perform the required tests.

Additional Cooperative Acceptance Tests may, for example, consist of the following tests:

- . Impulse Noise
- . Phase Jitter
- . Signal to C-Notched Noise Ratio
- . Intermodulation (Nonlinear) Distortion
- . Frequency Shift (Offset)
- . Envelope Delay Distortion
- . Dial Pulse Percent Break

(2) Additional Automatic Testing

Additional Automatic Testing (AAT) of Switched Access Services (Feature Groups B, C and D), is a service where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent. The customer may order, at additional charges, gain-slope and C-notched noise testing and may order the routine tests (1004 Hz loss, C-Message Noise and Balance) on an as needed or more than routine schedule.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(2) Additional Automatic Testing (Cont'd)

The Telephone Company will provide an AAT report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

(3) Additional Manual Testing

Additional Manual Testing (AMT) of Switched Access Services (Feature Groups A, B, C, and D and Directory Access Service not routed through an access tandem), where the Telephone Company provides a technician at its office(s) and the Telephone Company or customer provides a technician at the customer designated premises, with suitable test equipment to perform the required tests, will normally consist of gain-slope and C-notched noise testing. However, the Telephone Company will conduct any additional tests which the IC may request.

The Telephone Company will provide an AMT report listing that the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an occurrence basis.

(4) Obligations of the Customer

(A) The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support routine testing as set forth in Section 6 preceding or AAT as set forth in 9.3.5 preceding.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Testing Services (Cont'd)

(A) Switched Access Service (Cont'd)

(4) Obligations of the Customer (Cont'd)

(A) (Cont'd)

The customer shall provide the Remote Office Test Line priming data to the Telephone Company, as appropriate, to support routine testing as set forth in Section 6 preceding or AAT as set forth in 9.3.5 preceding.

(B) The customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon. The Telephone Company will provide assistance in performing specific tests requested by the customer.

(B) Special Access Service

(1) Additional Cooperative Acceptance Testing (ACAT)

When a customer provides a technician at its premises or at an end user's premises, with suitable test equipment to perform the requested tests, the Telephone Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services. At the customers' request, the Telephone Company will provide a technician at the customer's premises or at the end user premises. These tests may, for example, consist of the following:

- Attenuation Distortion (i.e., frequency response)
- Intermodulation Distortion (i.e., harmonic distortion)
- Phase Jitter
- Impulse Noise
- Envelope Delay Distortion
- Echo Control
- Frequency Shift

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Testing Services (Cont'd)

(B) Special Access Service (Cont'd)

(2) Additional Manual Testing

The Telephone Company will provide a technician at its premises, and the Telephone Company or customer will provide a technician at the customer's designated premises with suitable test equipment to perform the requested tests.

(3) Obligation of the Customer

When the customer subscribes to Testing Service as set forth in this section, the customer shall make the facilities to be tested available to the Telephone Company at times mutually agreed upon.

9.3.7 Additional Bill Copies

Additional Bill Copies requested by the customer on a given service and agreed to by the Telephone Company will incur a charge per Billing Data Tape (BDT) or per paper copy, per page. No more than two additional copies will be provided. Charges can be found in Section 20 following.

The charge is applicable each time a request is made for this service. No charge applies to replace bill copies not received.

ACCESS SERVICES

10. Specialized Service or Arrangements

10.1 General

Specialized Service or Arrangements may be provided by the Telephone Company, at the request of a customer, on an individual case basis if such service or arrangements meet the following criteria:

- The requested service or arrangements are not offered under other sections of this tariff.
- The facilities utilized to provide the requested service or arrangements are of a type normally used by the Telephone Company in furnishing its other services.
- The requested service or arrangements are provided within a LATA.
- The requested service or arrangements are compatible with other Telephone Company services, facilities, and its engineering and maintenance practices.
- This offering is subject to the availability of the necessary Telephone Company personnel and capital resources.

10.2 Rates and Charges

Rates and Charges and additional regulations if applicable, for specialized service or arrangements provided on an individual case basis.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces

11.1 Local Transport Interface Groups

Interface Group 1 is provided with Type C Transmission Specifications, and Interface Groups 2 through 10 are provided with Type A or B Transmission Specifications, depending on the Feature Group and whether the Access Service is routed directly or through an access tandem. All Interface Groups are provided with Data Transmission Parameters.

Only certain premises interfaces are available at the customer designated premises. The premises interfaces associated with the Interface Groups may vary among Feature Groups. The various premises interfaces which are available with the Interface Groups, and the Feature Groups with which they may be used, are set forth in 11.1.1 following.

11.1.1 Interface Group 1

Interface Group 1, except as set forth in the following, provides two-wire voice frequency transmission at the point of termination at the customer's premises. The interface is capable of transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

Interface Group 1 is not provided in association with FGC and FGD when the first point of switching is an access tandem. In addition, Interface Group 1 is not provided in association with FGB, FGC or FGD when the first point of switching provides only four-wire terminations.

The transmission path between the point of termination at the customer designated premises and the first point of switching may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of 300 to 3000 Hz.

The interface is provided with loop supervisory signaling. When the interface is associated with FGA, such signaling will be loop start or ground start signaling. When the interface is associated with FGB, FGC or FGD, such signaling, except for two-way calling which is E&M signaling, will be reverse battery signaling.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.2 Interface Group 2

Interface Group 2 provides four-wire voice frequency transmission at the point of termination at the customer designated premises. The interface is capable of transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

The transmission path between the point of termination at the customer designated premises and the first point of switching may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

The interface is provided with loop supervisory signaling. When the interface is associated with FGA, such signaling will be loop start or ground start signaling. When the interface is associated with FGB, FGC or FGD, such signaling, except for two-way calling which is E&M signaling, will be reverse battery signaling.

11.1.3 Interface Group 3

Interface Group 3 provides group level analog transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals between the frequencies of 60 to 108 kHz, with the capability to channelize up to 12 voice frequency transmission paths. Certain frequencies within the bandwidth of the Interface Group are reserved for Telephone Company use, e.g., pilot and carrier group alarm tones. Before the first point of switching, the Telephone Company will provide multiplex equipment to derive 12 transmission paths of frequency bandwidth of approximately 300 to 3000 Hz.

The interface is provided with individual transmission path SF supervisory signaling.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.4 Interface Group 4

Interface Group 4 provides super group level analog transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals between the frequencies of 312 to 552 kHz, with the capability to channelize up to 60 voice frequency transmission paths. Certain frequencies within the bandwidth of the Interface Group are reserved for Telephone Company use, e.g., pilot and carrier group alarm tones. Before the first point of switching, the Telephone Company will provide multiplex and channel bank equipment to derive 60 transmission paths of frequency bandwidth of approximately 300 to 3000 Hz.

The interface is provided with individual transmission path SF supervisory signaling.

11.1.5 Interface Group 5

Interface Group 5 provides mastergroup level analog transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals between the frequencies of 564 to 3084 kHz, with the capability to channelize up to 600 voice frequency transmission paths. Certain frequencies within the bandwidth of the Interface Group are reserved for Telephone Company use, e.g., pilot and carrier group alarm tones. Before the first point of switching, the Telephone Company will provide multiplex and channel bank equipment to derive 600 transmission paths of frequency bandwidth of approximately 300 to 3000 Hz.

The interface is provided with individual transmission path SF supervisory signaling.

11.1.6 Interface Group 6

Interface Group 6 provides DS1 level digital transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals at a nominal 1.544 Mbps, with the capacity to

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.6 Interface Group 6 (Cont'd)

channelize up to 24 voice frequency transmission paths. Before the first point of switching, when analog switching utilizing analog terminations is provided, the Telephone Company will provide multiplex and channel bank equipment to derive 24 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When digital switching or analog switching with digital carrier terminations is provided, the Telephone Company will provide, at the first point of switching, a DS1 signal in D3/D4 format.

The interface is provided with individual transmission path bit stream supervisory signaling.

11.1.7 Interface Group 7

Interface Group 7 provides DS1C level digital transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals at a nominal 3.152 Mbps, with the capability to channelize up to 48 voice frequency transmission paths. Before the first point of switching, when analog switching utilizing analog terminations is provided, the Telephone Company will provide multiplex and channel bank equipment to derive up to 48 voice frequency transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When digital switching or analog switching with digital carrier terminations is provided, the Telephone Company will provide, at the first point of switching, DS1 signals in D3/D4 format.

The interface is provided with individual transmission path bit stream supervisory signaling.

11.1.8 Interface Group 8

Interface Group 8 provides DS2 level digital transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals at a nominal 6.312 Mbps, with the capacity to

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.8 Interface Group 8 (Cont'd)

channelize up to 96 voice frequency transmission paths. Before the first point of switching, when analog switching utilizing analog terminations is provided, the Telephone Company will provide multiplex and channel bank equipment in its office to derive up to 96 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When digital switching, or analog switching with digital carrier terminations is provided, the Telephone Company will provide, at the first point of switching, DS1 signals in D3/D4 format.

The interface is provided with individual transmission path bit stream supervisory signaling.

11.1.9 Interface Group 9

Interface Group 9 provides DS3 level digital transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals at a nominal 44.736 Mbps, with the capability to channelize up to 672 voice frequency transmission paths. Before the first point of switching, when analog switching utilizing analog terminations is provided, the Telephone Company will provide multiplex and channel bank equipment to derive up to 672 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When digital switching, or analog switching with digital carrier terminations is provided, the Telephone Company will provide, at the first point of switching, DS1 signals in D3/D4 format.

The interface is provided with individual transmission path bit stream supervisory signaling.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.10 Interface Group 10

Interface Group 10 provides DS4 level digital transmission at the point of termination at the customer designated premises. The interface is capable of transmitting electrical signals at a nominal 274.176 Mbps, with the capability to channelize up to 4032 voice frequency transmission paths. Before the first point of switching, when analog switching utilizing analog terminations is provided, the Telephone Company will provide multiplex and channel bank equipment to derive up to 4032 transmission paths of a frequency bandwidth of approximately 300 to 3000 Hz. When digital switching or analog switching with digital carrier terminations is provided, the Telephone Company will provide, at the first point of switching, DS1 signals in D3/D4 format. The interface is provided with individual transmission path bit stream supervisory signaling.

11.1.11 Available Premises Interface Codes

Following is a matrix showing, for each Interface Group, which premises interface codes are available as a function of the Telephone Company switch supervisory signaling and Feature Group 11.3 following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.11 Available Premises Interface Codes (Cont'd)

<u>Group</u>	<u>Interface</u>	<u>Telephone Company</u>	<u>Premises</u>	<u>Feature Group</u>						
				<u>Switch</u>	<u>Supervisory</u>	<u>Signaling</u>	<u>Interface Code</u>	<u>A</u>	<u>B</u>	<u>C</u>
1	LO	2LS2	X							
	LO	2LS3	X							
	GO	2GS2	X							
	GO	2GS3	X							
	LO, GO,	2DX3	X							
	LO, GO,	4EA3-E		X						
	LO, GO,	4EA3-M		X						
	LO, GO,	6EB3-E		X						
	LO, GO,	6EB3-M		X						
	RV, EA, EB, EC	2DX3			X	X	X			
	RV, EA, EB, EC	4EA3-E			X	X	X			
	RV, EA, EB, EC	4EA3-M			X	X	X			
	RV, EA, EB, EC	6EB3-E			X	X	X			
	RV, EA, EB, EC	6EB3-M			X	X	X			
	EA, EB, EC	6EC3					X	X		
	RV	2RV3-0					X	X	X	
	RV	2RV3-T					X	X	X	
	SS7	2NO2						X	X	
	2	LO, GO	4SF2		X					
		LO, GO	4SF3		X					
LO		4LS2				X				
LO		4LS3				X				
LO		6LS2				X				
GO		4GS2				X				
GO		4GS3				X				
GO		6GS2				X				
LO, GO		4DX2		X						
LO, GO		4DX3		X						
LO, GO		6EA2-E		X						
LO, GO		6EA2-M		X						
LO, GO		8EB2-E		X						
LO, GO		8EB2-M		X						
LO, GO		6EX2-B		X						

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.11 Available Premises Interface Codes (Cont'd)

<u>Interface Group</u>	<u>Telephone Company Switch Supervisory Signaling</u>	<u>Premises Interface Code</u>	<u>Feature Group</u>			
			<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>
2 (Cont'd)	RV, EA, EB, EC	4SF2			X	X X X
	RV, EA, EB, EC	4SF3	X			
	RV, EA, EB, EC	4DX2			X	X X X
	RV, EA, EB, EC	4DX3			X	
	RV, EA, EB, EC	6DX2				X
	RV, EA, EB, EC	6EA2-E			X	X X X
	RV, EA, EB, EC	6EA2-M	X	X	X	
	RV, EA, EB, EC	8EB2-E			X	X X X
	RV, EA, EB, EC	8EB2-M			X	X X X
	EA, EB, EC	8EC2-M			X	X
	RV	4RV2-O		X	X	X
	RV	4RV2-T		X	X	X
	RV	4RV3-O		X	X	
	RV	4RV3-T		X	X	
	SS7	4NO2			X	X
3	LO, GO	4AH5-B			X	
	RV, EA, EB, EC	4AH5-B			X	X X X
4	SS7	4AH5-B			X	X
	LO, GO	4AH6-C			X	
5	RV, EA, EB, EC	4AH6-C			X	X X X
	SS7	4AH6-C			X	X
6	LO, GO	4AH6-D			X	
	RV, EA, EB, EC	4AH6-D			X	X X X
7	SS7	4AH6-D			X	X
	LO, GO	4DS9-15			X	
6	LO, GO	4DS9-15L			X	
	RV, EA, EB, EC	4DS9-15			X	X X X
	RV, EA, EB, EC	4DS9-15L	X	X		
	SS7	4DS9-15			X	X
	LO, GO	4DS9-31			X	
7	RV, EA, EB, EC	4DS9-31			X	X X X
	LO, GO	4DS9-31L			X	
	RV, EA, EB, EC	4DS9-31L	X	X	X	
	SS7	4DS9-31			X	X

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.11 Available Premises Interface Codes (Cont'd)

<u>Interface Group</u>	<u>Telephone Company Switch Supervisory Signaling</u>	<u>Premises Interface Code</u>	<u>Feature Group</u>			
			<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>
8	LO, GO	4DS0-63		X		
	LO, GO	4DS0-63L	X			
	RV, EA, EB, EC	4DS0-63		X	X	X
	RV, EA, EB, EC	4DS0-63L		X	X	X
	SS7	4DS0-63			X	X
9	LO, GO	4DS6-44		X		
	LO, GO	4DS6-44L	X			
	RV, EA, EB, EC	4DS6-44		X	X	X
	RV, EA, EB, EC	4DS6-44L		X	X	X
	SS7	4DLS6-44		X	X	
10	LO, GO	4DS6-27	X			
	LO, GO	4DS6-27L	X			
	RV, EA, EB, EC	4DS6-27		X	X	X
	RV, EA, EB, EC	4DS6-27L		X	X	X
	SS7	4DS6-27		X	X	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.1 Local Transport Interface Groups (Cont'd)

11.1.12 Supervisory Signaling

- For Interface Groups 1 and 2
DX Supervisory Signaling,
E&M Type I Supervisory Signaling,
E&M Type II Supervisory Signaling, or
E&M Type III Supervisory Signaling
- For Interface Group 2
SF Supervisory Signaling, or
Tandem Supervisory Signaling
- For Interface Groups 6 through 10

These Interface Groups may, at the option of the customer, be provided with individual transmission path SF supervisory signaling where such signaling is available in Telephone Company central offices. Generally such signaling is available only where the entry switch provides an analog, i.e., non digital, interface to the transport termination. The optional Supervisory Signaling arrangements are not available in combination with the SS7 optional feature as described in Section 6.3.11 preceding.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service

11.2.1 Standard Transmission Specifications

Following are descriptions of the three Standard Transmission Specifications available with Switched Access Service Feature Groups and the two Standard Transmission Specifications for WATS Access Lines. The specific applications in terms of the Feature Groups and Interface Groups with which the Feature Group Standard Transmission Specifications are provided are set forth in Section 6 preceding.

(A) Type A Transmission Specifications

Type A Transmission Specifications is provided with the following parameters:

(1) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is + 2.0 dB

(2) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to the loss at 1004 Hz is -1.0 dB to +3.0 dB.

(3) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than or equal to:

<u>Route Miles</u>	<u>C-Message Noise</u>
less than 50	32 dBrnCO
51 to 100	34 dBrnCO
101 to 200	37 dBrnCO
201 to 400	40 dBrnCO
401 to 1000	42 dBrnCO

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(A) Type A Transmission Specifications (Cont'd)

(4) C-Notch Noise

The maximum C-Notch Noise, utilizing a -16 dBm0 holding tone, is less than or equal to 45 dBrnC0.

(5) Echo Control

Echo Control, identified as Equal Level Echo Path Loss, and expressed as Echo Return Loss and Singing Return Loss, is dependent on the routing, i.e., whether the service is routed directly from the customer's point of termination (POT) to the end office or via an access tandem. It is equal to or greater than the following:

	<u>Echo Return Loss</u>	<u>Singing Return Loss</u>
POT to Access Tandem	21 dB	14 dB
POT to End Office		
- Direct	N/A	N/A
- Via Access Tandem	16 dB	11 dB

(6) Standard Return Loss

Standard Return Loss expressed as Echo Return Loss and Singing Return Loss on two-wire ports of a four-wire point of termination shall be equal to or greater than:

	<u>Echo Return Loss</u>	<u>Singing Return Loss</u>
	5 dB	2.5 dB

(B) Type B Transmission Specifications

Type B Transmission Specifications are provided with the following parameters:

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(B) Type B Transmission Specifications (Cont'd)

(1) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is + 2.5 dB.

(2) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to loss at 1004 Hz is -2.0 dB to +4.0 dB.

(3) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than or equal to:

<u>Route Miles</u>	<u>C-Message Noise*</u>	
	<u>Type B1</u>	<u>Type B2</u>
less than 50	32 dBrnCO	35 dBrnCO
51 to 100	33 dBrnCO	37 dBrnCO
101 to 200	35 dBrnCO	40 dBrnCO
201 to 400	37 dBrnCO	43 dBrnCO
401 to 1000	39 dBrnCO	45 dBrnCO

(4) C-Notch Noise

The maximum C-Notch Noise, utilizing a -16 dBmO holding tone is less than or equal to 47 dBrnCO.

* For Feature Groups C and D only Type B2 will be provided. For Feature Groups A and B, Type B1 or B2 will be provided as set forth in Technical Reference PUB 62500.

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(B) Type B Transmission Specifications (Cont'd)

(5) Echo Control

Echo Control, identified as Impedance Balance for FGA and FGB and Equal Level Echo Path Loss for FGC and FGD, and expressed as Echo Return Loss (ERL) and Singing Return Loss (SRL), is dependent on the routing, i.e., whether the service is routed directly from the customer's point of termination (POT) to the end office or via an access tandem. The ERL and SRL also differ by Feature Group, type of termination, and type of transmission path. They are greater than or equal to the following:

	<u>Echo Return Loss</u>	<u>Singing Return Loss</u>
POT to Access Tandem		
- Terminated in 4-Wire trunk	21 dB	14 dB
- Terminated in 2-Wire trunk	16 dB	11 dB
POT to End Office		
- Direct	16 dB	11 dB
- Via Access Tandem		
For FGB access	8 dB	4 dB
For FGC access (Effective 4-Wire trans- mission path at end office)	16 dB	11 dB
For FGC access (Effective 2-Wire trans- mission path at end office)	13 dB	6 dB

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(B) Type B Transmission Specifications (Cont'd)

(6) Standard Return Loss

Standard Return Loss, expressed as Echo Return Loss and Singing Return Loss, on two-wire ports of a four-wire point of termination shall be equal to or greater than:

<u>Echo Return Loss</u>	<u>Singing Return Loss</u>
5 dB	2.5 dB

(C) Type C Transmission Specifications

Type C Transmission Specifications are provided with the following parameters:

(1) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is + 3.0 dB.

(2) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to loss at 1004 Hz is -2.0 dB to +5.5 dB.

(3) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than or equal to:

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(C) Type C Transmission Specifications (Cont'd)

(3) C-Message Noise (Cont'd)

<u>Route Miles</u>	<u>C-Message Noise*</u>	
	<u>Type C1</u>	<u>Type C2</u>
less than 50	32 dBrnCO	38 dBrnCO
51 to 100	33 dBrnCO	39 dBrnCO
101 to 200	35 dBrnCO	41 dBrnCO
201 to 400	37 dBrnCO	43 dBrnCO
401 to 1000	39 dBrnCO	45 dBrnCO

(4) C-Notch Noise

The maximum C-Notch Noise, utilizing a -16 dBmO holding tone is less than or equal to 47 dBrnCO.

(5) Echo Control

Echo Control, identified as Return Loss and expressed as Echo Return Loss and Singing Return Loss is dependent on the routing, i.e., whether the service is routed directly from the customer's point of termination (POT) to the end office or via an access tandem. It is equal to or greater than the following:

	<u>Echo Return Loss</u>	<u>Singing Return Loss</u>
POT to Access Tandem	13 dB	6 dB
POT to End Office		
- Direct	13 dB	6 dB
- Via Access Tandem (for FGB only)	8 dB	4 dB

* For Feature Groups C and D only Type C2 will be provided. For Feature Groups A and B, Type C1 or C2 will be provided as set forth in Technical Reference PUB 62500.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(D) WATS Access Line Standard Transmission Specifications

(1) Standard Two-Wire Voice Transmission Specifications

(a) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is + 4.0 dB.

(b) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to the loss at 1004 Hz is -3.0 dB to +9.0 dB.

(c) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than:

<u>Route Miles</u>	<u>C-Message Noise</u>
less than 50	35 dB _{BrnCO}
51 to 100	37 dB _{BrnCO}
101 to 200	40 dB _{BrnCO}
201 to 400	43 dB _{BrnCO}
401 to 1000	45 dB _{BrnCO}

(d) Echo Control

Return Loss for both Echo Return Loss (ERL) and Singing Return Loss (SRL), is equal to or greater than:

ERL 6.0 dB
SRL 3.0 dB

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.1 Standard Transmission Specifications (Cont'd)

(D) WATS Access Line Standard Transmission Specifications (Cont'd)

(2) Standard Four-Wire Voice Transmission Specifications

(a) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is -3.0 dB to +3.0 dB.

(b) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to loss at 1004 Hz is -1.0 dB to +4.5 dB.

(c) C-Message Noise

The Maximum C-Message Noise for the transmission path at the route miles listed is less than:

<u>Route Miles</u>	<u>C-Message Noise</u>
less than 50	35 dBrnCO
51 to 100	37 dBrnCO
101 to 200	40 dBrnCO
201 to 400	43 dBrnCO
401 to 1000	45 dBrnCO

(d) Echo Control

The Equal Level Echo Path Loss for both Echo Return Loss (ERL) and Singing Return Loss (SRL), is equal to or greater than:

ERL 15.0 dB
SRL 9.0 dB

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.2 Data Transmission Parameters

Two types of Data Transmission Parameters, i.e., Type DA and Type DB, are provided for the Feature Group arrangements. The specific applications in terms of the Feature Groups with which they are provided are set forth in Section 6 preceding. In addition, the WATS Access Line is provided with Data Transmission Parameters. Following are descriptions of each:

(A) Data Transmission Parameters Type DA

(1) Signal to C-Notched Noise Ratio

The Signal to C-Notched Noise Ratio is equal to or greater than 33 dB.

(2) Envelope Delay Distortion

The maximum Envelope Delay Distortion for the frequency bands and route miles specified is:

604 to 2804 Hz

less than 50 route miles	500 microseconds
equal to or greater than 50 route miles	900 microseconds

1004 to 2404 Hz

less than 50 route miles	200 microseconds
equal to or greater than 50 route miles	400 microseconds

(3) Impulse Noise Counts

The Impulse Noise Counts exceeding a 65 dB_rnCO threshold in 15 minutes is no more than 15 counts.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.2 Data Transmission Parameters (Cont'd)

(A) Data Transmission Parameters Type DA (Cont'd)

(4) Intermodulation Distortion

The Second Order (R2) and Third Order (R3) Intermodulation Distortion products are equal to or greater than:

Second Order (R2) 33 dB

Third Order (R3) 37 dB

(5) Phase Jitter

The Phase Jitter over the 4-300 Hz frequency band is less than or equal to 50 peak-to-peak.

(6) Frequency Shift

The maximum Frequency Shift does not exceed -2 to +2 Hz.

(B) Data Transmission Parameters Type DB

(1) Signal to C-Notched Noise Ratio

The signal to C-Notched Noise Ratio is equal to or greater than 30 dB.

(2) Envelope Delay Distortion

The maximum Envelope Delay Distortion for the frequency bands and route miles specified is:

604 to 2804 Hz

less than 50 route miles

800 microseconds

equal to or greater than 50 route miles 1000 microseconds

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.2 Data Transmission Parameters (Cont'd)

(B) Data Transmission Parameters Type DB (Cont'd)

(2) Envelope Delay Distortion (Cont'd)

The Maximum Envelope Delay Distortion for the frequency bands and route miles specified is: (Cont'd)

	<u>1004 to 2404 Hz</u>	
less than 50 route miles		320 microseconds
equal to or greater than 50 route miles		500 microseconds

(3) Impulse Noise Counts

The Impulse Noise Counts exceeding a 67 dBrnC0 threshold in 15 minutes is no more than 15 counts.

(4) Intermodulation Distortion

The Second Order (R2) and Third Order (R3) Intermodulation Distortion products are equal to or greater than:

Second Order (R2)	31 dB
Third Order (R3)	34 dB

(5) Phase Jitter

The Phase Jitter over the 4-300 Hz frequency band is less than or equal to 70 peak-to-peak.

(6) Frequency Shift

The maximum Frequency Shift does not exceed -2 to +2 Hz.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.2 Data Transmission Parameters (Cont'd)

(C) WATS Access Line Data Transmission Parameters

(1) Signal to C-Notched Noise Ratio

The maximum Signal-to-C-Notched Noise Ratio is 30 dB.

(2) Envelope Delay Distortion

The maximum Envelope Delay Distortion for the frequency bands specified is:

1000 microseconds 604 to 2804 Hz
500 microseconds 1000 to 2404 Hz

(3) Impulse Noise Counts

The Impulse Noise Counts exceeding a 67 dBrnC0 threshold in 15 minutes is no more than 15 counts.

(4) Intermodulation Distortion

The Second Order (R2) and Third Order (R3) Intermodulation Distortion products are equal to or greater than:

Second Order (R2) 31 dB
Third Order (R3) 34 dB

(5) Phase Jitter

The Phase Jitter over the 4 to 300 Hz frequency band is less than or equal to 70 peak-to-peak.

(6) Frequency Shift

The maximum Frequency Shift does not exceed -2 to +2 Hz.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.2 Transmission Specifications Switched Access Service (Cont'd)

11.2.3 WATS Access Line

(A) Improved Two-Wire Voice Transmission Specifications

(1) Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is -4.0 dB to +4.0 dB.

(2) Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 280 Hz frequency band relative to loss at 1004 Hz is -2.0 dB to +6.0 dB.

(3) C-Message Noise

The maximum C-Message Noise for the transmission path at the route miles listed is less than:

<u>Route Miles</u>	<u>C-Message Noise</u>
less than 50	35 dBrnCO
51 to 100	37 dBrnCO
101 to 200	40 dBrnCO
201 to 400	43 dBrnCO
401 to 1000	45 dBrnCO

(4) Return Loss

The Return Loss, expressed as Echo Return Loss (ERL) and Singing Return Loss (SRL), is equal to or greater than:

ERL	13.0 dB
SRL	6.0 dB

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes

This section explains the Channel Interface codes and Network Channel codes that the customer must specify when ordering Special Access Service. Included is an example which explains the specific characters of the code, a glossary of Channel Interface codes, impedance levels, Network Channel codes and compatible Channel Interfaces.

Example: If the customer specifies a NT Network Channel Code and a 2DC8-3 Channel Interface at the customer's premises, the following is being requested:

- 2 = Number of physical wires at customer premises
- DC = Facility interface for direct current or voltage
- 8 = Variable impedance level

11.3.1 Glossary of Channel Interface Codes and Options

<u>Code</u>	<u>Option</u>	<u>Definition</u>
AB -		accepts 20 Hz ringing signal at customer's point of termination
AC -		accepts 20 Hz ringing signal at customer's end user's point of termination
CT -		Centrex Tie Trunk Termination
DA -		data stream in VF frequency band at customer's end user's point of termination

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.1 Glossary of Channel Interface Codes and Options (Cont'd)

Code Option Definition

DB -		data stream in VF frequency band at customer's point of termination
	- 10	VF for TG1 and TG2
	- 43	VF for 43 Telegraph Carrier type signals, TG1 and TG2
DC -		direct current or voltage
	- 1	monitoring interface with series RC combination (McCulloch format)
	- 2	Telephone Company energized alarm channel
	- 3	Metallic facilities (DC continuity) for direct current/low frequency control signals or slow speed data (30 baud)
DS -		digital hierarchy interface
	- 15	1.544 Mbps (DS1) format per PUB 41451 plus D4
	- 15E	8-bit PCM encoded in one 64 kbps of the DS1 signal
	- 15F	8-bit PCM encoded in two 64 kbps of the DS1 signal
	- 15G	8-bit PCM encoded in three 64 kbps of the DS1 signal
	- 15H	14/11-bit PCM encoded in six 64 kbps of the DS1 signal
	- 15J	1.544 Mbps format per PUB 41451
	- 15K	1.544 Mbps format per PUB 41451 plus extended framing format
	- 15L	1.544 Mbps (DS1) with SF signaling
	- 27	274.176 Mbps (DS4)
	- 27L	274.176 Mbps (DS4) with SF signaling
	- 31	3.152 Mbps (DS1C)
	- 31L	3.152 Mbps (DS1C) with SF signaling
	- 44	44.736 Mbps (DS3)
	- 44L	44.736 Mbps (DS3) with SF signaling
	- 63	6.312 Mbps (DS2)
	- 63L	6.312 Mbps (DS2) with SF signaling

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.1 Glossary of Channel Interface Codes and Options (Cont'd)

<u>Code</u>	<u>Option</u>	<u>Definition</u>
DU -		digital access interface
	- 24	2.4 kbps
	- 48	4.8 kbps
	- 56	56.0 kbps
	- 96	9.6 kbps
	- A	1.544 Mbps format per PUB 41451
	- B	1.544 Mbps format per PUB 41451 plus D4
	- C	1.544 Mbps format per PUB 41451 plus extended framing format
DX -		duplex signaling interface at customer's point of termination
DY -		duplex signaling interface at customer's end user's point of termination
EA	- E	Type I E&M Lead Signaling. Customer at POT or customer's end user at POT originates on E Lead.
EA	- M	Type I E&M Lead Signaling. Customer at POT or customer's end user at POT originates on M Lead.
EB	- E	Type II E&M Lead Signaling. Customer at POT or customer's end user at POT originates on E Lead.
EB	- M	Type II E&M Lead Signaling. Customer at POT or customer's end user at POT originates on M Lead.
EC -		Type III E&M signaling at customer POT
EX	- A	tandem channel unit signaling for loop start or ground start and customer supplies open end (dial tone, etc.) functions.
EX	- B	tandem channel unit signaling for loop start or ground start and customer supplies closed end (dial pulsing, etc.) functions.
GO -		ground start loop signaling - open end function by customer or customer's end user
GS -		ground start loop signaling - closed end function by customer or customer's end user
IA -		E.I.A. (25 pin RS-232)
LA -		end user loop start loop signaling - Type A OPS registered port open end
LB -		end user loop start loop signaling - Type B OPS registered port open end

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.1 Glossary of Channel Interface Codes and Options (Cont'd)

<u>Code</u>	<u>Option</u>	<u>Definition</u>
LC	-	end user loop start loop signaling - Type C OPS registered port open end
LO	-	loop start loop signaling - open end function by customer or customer's end user
LR	-	20 Hz automatic ringdown interface at customer with Telephone Company provided PLAR
LS	-	loop start loop signaling - closed end function by customer or customer's end user
NO	-	no signaling interface, transmission only
PG	-	program transmission - no dc signaling
	- 1	nominal frequency from 50 to 15000 Hz
	- 3	nominal frequency from 200 to 3500 Hz
	- 5	nominal frequency from 100 to 5000 Hz
	- 8	nominal frequency from 50 to 8000 Hz
PR		protective relaying*
RV	- 0	reverse battery signaling, one way operation, originate by customer
	- T	reverse battery signaling, one way operation, terminate function by customer or customer's end user
SF	-	single frequency signaling with VF band at either customer POT or customer's end user POT
TF	-	telephotograph interface
TT	-	telegraph/teletypewriter interface at either customer POT or customer's end user
POT		
	- 2	20.0 milliamperes
	- 3	3.0 milliamperes
	- 6	62.5 milliamperes
TV	-	television interface
	- 1	combined (diplexed) video and one audio signal
	- 2	combined (diplexed) video and two audio signals
	- 5	video plus one (or two) audio 5 kHz signal(s) or one (or two) two wire
	- 15	video plus one (or two) audio 15 kHz signal(s)

* Available only for the transmission of audio tone protective relaying signals used in the protection of electric power systems during fault conditions.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.2 Impedance

The nominal reference impedance with which the channel will be terminated for the purpose of evaluating transmission performance:

<u>Value (ohms)</u>	<u>Code(s)</u>
110	0
150	1
600	2
900	3+
135	5
75	6
124	7
Variable	8
100	9

- + For those interface codes with a 4-wire transmission path at the customer designated POT, rather than a standard 900 ohm impedance the code (3) denotes a customer provided transmission equipment termination. Such terminations were provided to customers in accordance with the F.C.C. Docket No. 20099 Settlement Agreement.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.3 Digital Hierarchy Channel Interface Codes (4DS)

Customers selecting the multiplexed four-wire DSX-1 or higher facility interface option at the customer designated premises will be requested to provide subsequent system and channel assignment data. The various digital bit rates in the digital hierarchy employ the channel interface code 4DS8, 4DS0 or 4DS6 plus the speed options indicated below:

<u>Interface Code and Speed Option</u>	<u>Nominal Bit Rate (Mbps)</u>	<u>Digital Hierarchy Level</u>
4DS8-15	1.544	DS1
4DS8-31	3.152	DS1C
4DS0-63	6.312	DS2
4DS6-44	44.736	DS3
4DS6-27	274.176	DS4

11.3.4 Service Designator/Network Channel Code Conversion Table

The purpose of this table is to show the relationship between the service designator codes (e.g. VGC, MT2, etc.) and the network channel codes that are used for:

<u>Service Designator Code</u>	<u>Network Channel Code</u>
MTC	MQ
MT1	NT
MT2	NU
MT3	NV
TGC	NQ
TG1	NW
TG2	NY
VGC	LQ
VG1	LB
VG2	LC

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.4 Service Designator/Network Channel Code Conversion Table (Cont'd)

<u>Service Designator Code</u>	<u>Network Channel Code</u>
VG3	LD
VG4	LE
VG5	LF
VG6	LG
VG7	LH
VG8	LJ
VG9	LK
VG10	LN
VG11	LP
VG12	LR
APC	PQ
AP1	PE
AP2	PF
AP3	PJ
AP4	PK
TVC	TQ
TV1	TV
TV2	3D
DA1	XA
DA2	XB
DA3	XG
DA4	XH
HC0	HS
HC1	HC
HC1C	HD
HC2	HE
HC3	HF
HC4	HG

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces

(A) Voice Grade

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
2AB2	2AC2	2DB2	2DA2	2LR2	2LR2
2AB3	2AC2	2DB3	2DA2	2LR3	2LR2
2CT3	2DY2	2DX3	2LA2	2LS	2GS
	4DS8*		2LB2		2LS
	4DX2		2LC2		4GS
	4DX3		2LO3		4LS
	4DY2		2LS2		
	4EA2-E		2LS3	2LS2	2LA2
	4EA2-M				2LB2
	4SF2	2GO2	2GS2		2LC2
	4SF3		2GS3		
	6DX2			2LS3	2LA2
	6DY2	2GO3	2GS2		2LB2
	6DY3		2GS3		2LC2
	6EA2-E				
	6EA2-M	2GS	2GS	2NO2	2DA2
	6EB2-E		2LS		2NO2
	6EB2-M		4GS		
	6EB3-E		4LS	2NO3	2NO2
	8EB2-E				2PR2
	8EB2-M	2LO2	2LS2		
	8EC2		2LS3	2TF3	2TF2
	9DY2				
	9DY3		2LO3		2LS2
	9EA2		2LS3		
	9EA3				

* See 11.3.3 preceding for explanation.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

Compatible CIs

4AB2 2AC2
 4AB2
 4AC2
 4SF2

4AB3 2AC2
 4AC2
 4SF2

4AC2 2AC2
 4AC2

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
		4DS8-*	2AC2	4DS8-*	4DG2
			2DA2		4LR2
			2DY2		4LS2
			2GO2		4NO2
4DA2	4DA2		2GO3		4PR2
			2GS2		4RV2-T
4DB2	2DA2		2GS3		4SF2
	2NO2		2LA2		4SF3
	2PR2		2LB2		4TF2
	4DA2		2LC2		6DA2
	4DB2		2LO2		6DY2
	4NO2		2LO3		6DY3
	4PR2		2LR2		6EA2-E
	6DA2		2LS2		6EA2-M
			2LS3		6EB2-E
4DD3	2DE2		2NO2		6EB2-M
	4DE2		2PR2		6GS2
			2RV2-T		6LS2
			2TF2		8EB2-E
			4AC2		8EB2-M
			4DA2		9DY2
			4DE2		9DY3
			4DX2		9EA2
			4DX3		9EA3
			4DY2		
			4EA2-E		
			4EA2-M		

* See 11.3.3 preceding for explanation.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4DX2	2DY2	4DX2	8EB2-E	4DX3	6DY2
	2LA2		8EB2-M		6DY3
	2LB2		9DY2		6EA2-E
	2LC2		9DY3		6EA2-M
	2LO3		9EA2		6EB2-E
	2LS2		9EA3		6EB2-M
	2LS3				6LS2
	2RV2-T	4DX3	2DY2		8EB2-E
	4DX2		2LA2		8EB2-M
	4DY2		2LB2		9DY2
	4EA2-E		2LC2		9DY3
	4EA2-M		2LO3		9EA2
	4LS2		2LS2		9EA3
	4RV2-T		2LS3		
	4SF2		2RV2-T	4DY2	2DY2
	4SF3		4DX2		4DY2
	6DY2		4DX3		
	6DY3		4DY2		
	6EA2-E		4EA2-E		
	6EA2-M		4EA2-M		
	6EB2-E		4LS2		
	6EB2-M		4RV2-T		
	6LS2		4SF2		
			4SF3		

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4EA2-E	2DY2	4EA3-E	2DY2	4GO2	2GO2
	4DY2		4DY2		2GO3
	4EA2-E		4EA2-E		2GS2
	4EA2-M		4EA2-M		2GS3
	4SF2		4SF2		4GS2
	6DY2		6DY2		4SF2
	6DY3		6DY3		6GS2
	6EB2-E		6EA2-E		
	6EB2-M		6EA2-M	4GO3	2GO2
	8EB2-E		6EB2-E		2GS2
	8EB2-M		6EB2-M		2GS3
	9DY2		8EB2-E		4GS2
	9DY3		8EB2-M		4SF2
			9DY2		6GS2
4EA2-M	2DY2		9DY3		
	4DY2		9EA2		
	4EA2-M		9EA3	4GS	2GS
	4SF2				2LS
	6DY2				4GS
	6DY3				4LS
	6EB2-E				
	6EB2-M				
	8EB2-E				
	8EB2-M				
	9DY2				
	9DY3				

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4LO2	2LS2	4LS3	2LA2	4SF2	2LO3
	2LS3		2LB2		2LR2
	4LS2		2LC2		2LS2
	4SF2		2LO2		2LS3
	6LS2		2LO3		2RV2-T
			4SF2		4AC2
4LO3	2LS2				4DY2
	2LS3	4NO2	2DA2		4LS2
	4LS2		2DE2		4RV2-T
	4SF2		2NO2		4SF2
	6LS2		4DA2		6DY2
			4DE2		6DY3
4LR2	2LR2		4NO2		6GS2
	4LR2		6DA2		9DY2
	4SF2				9DY3
		4RV2-0	2RV2-T		
4LR3	2LR2		4RV2-T	4SF3	2DY2
	4LR2		4SF2		2GO3
	4SF2				2GS2
					2GS3
4LS	2GS	4SF2	2AC2		2LA2
	2LS		2DY2		2LB2
	4GS		2GS2		2LC2
	4LS		2GS3		2LO3
			2LA2		2LR2
4LS2	2LA2		2LB2		
	2LB2		2LC2		
	2LC2				
	2LO2				
	2LO3				

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4SF3	2LS2	6DA	4DAZ	6DV3	2DY2
	2LS3		6DA2		4DY2
	2RV2-T				6DY2
	4DY2	6DX2	2DY2		6DY3
	4EA2-E		4DY2		
	4EA2-M		4EA2-E	6EA2-E	2AC2
	4GS2				
	4LR2		4EA2-M		2DY2
	4LS2		4SF2		2LA2
	4RV2-T		6DY2		2LB2
	4SF2		6DY3		2LC2
	4SF3		6EA2-E		2LO3
	6DY2		6EA2-M		2LS2
	6DY3		6EB2-E		2LS3
	6EB2-E		6EB2-M		2RV2-T
	6EB2-M		8EB2-E		4AC2
	6GS2		8EB2-M		4DY2
	6LS2		9DY2		4EA2-E
	9DY2		9DY3		4EA2-M
	9DY3		9EA2		4LS2
	9EA2		9EA3		4RV2-T
	9EA3				4SF2
		6DY2	2DY2		4SF3
4TF2	2TF2		4DY2		6DY2
	4TF2		6DY2		6DY3
					6EA2-E
					6EA2-M

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
6EA2-E	6EB2-E	6EA2-M	6DY2	6EB3-E	2DY2
	6EB2-M		6DY3		4DY2
	6LS2		6EA2-M		4EA2-E
	8EB2-E		6EB2-E		4EA2-M
	8EB2-M		6EB2-M		4SF2
	9DY2		6LS2		6DY2
	9DY3		8EB2-E		6DY3
			8EB2-M		6EA2-E
6EA2-M	2AC2		9DY2		6EA2-M
	2DY2		9DY3		8EB2-E
	2LA2				8EB2-M
	2LB2	6EB2-E	2DY2		9DY2
	2LC2		4DY2		9DY3
	2LO3		4SF2		9EA2
	2LS2		6DY2		9EA3
	2LS3		6DY3		
	2RV2-T		6EB2-E	6EX2-A	2GS2
	4AC2		6EB2-M		2GS3
	4DY2		9DY2		2LS2
	4EA2-E		9DY3		2LS3
	4EA2-M				4GS2
	4LS2	6EB2-M	2DY2		4LS2
	4RV2-T		4DY2		4SF2
	4SF2		4SF2		6GS2
	4SF3		6DY2		6LS2
			6DY3		
			6EB2-M		
			9DY2		
			9DY3		

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>	<u>Compatible CIs</u>	<u>Compatible CIs</u>
6EX2-B 2GO3	8EB2-E 2AC2	8EB2-M 2AC2
2LA2	2DY2	2DY2
2LB2	2LA2	2LA2
2LC2	2LB2	2LB2
2LO2	2LC2	2LC2
2LO3	2LO3	2LO3
2LR2	2LS2	2LS2
4LR2	2LS3	2LS3
4SF2	2RV2-T	2RV2-T
	4AC2	4AC2
6GO2 2GO2	4DY2	4DY2
2GS2	4LS2	4LS2
2GS3	4RV2-T	4RV2-T
4GS2	4SF2	4SF2
4SF2	4SF3	4SF3
6GS2	6DY2	6DY2
	6DY3	6DY3
6LO2 2LS2	6EB2-E	6EB2-E
2LS3	6EB2-M	6EB2-M
4LS2	6LS2	6LS2
4SF2	8EB2-E	8EB2-M
6LS2	8EB2-M	9DY2
	9DY2	9DY3
6LS2 2LA2	9DY3	
2LB2		
2LC2		
2LO2		
2LO3		
4SF2		

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(A) Voice Grade (Cont'd)

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
8EC2	2DY2	9DY2	2DY2	9EA3	2DY2
	4DY2		4DY2		4DY2
	4EA2-E		6DY2		4EA2-E
	4EA2-M		6DY3		4EA2-M
	4SF2		9DY2		6DY2
	6DY2				6DY3
	6DY3	9DY3	2DY2		6EA2-E
	6EA2-E		4DY2		6EA2-M
	6EA2-M		6DY2		6EB2-E
	6EB2-E		6DY3		6EB2-M
	6EB2-M		9DY2		8EB2-E
	8EB2-E		9DY3		8EB2-M
	8EB2-M				9DY2
	9DY2	9EA2	2DY2		9DY3
	9DY3		4DY2		9EA3
	9EA2		4EA2-E		
	9EA3		4EA2-M		
			6DY2		
			6DY3		
			6EA2-E		
			6EA2-M		
			6EB2-E		
			6EB2-M		
			8EB2-E		
			8EB2-M		
			9DY2		
			9DY3		
			9EA2		
			9EA3		

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(B) Program Audio

<u>Compatible CIs</u>		<u>Compatible CIs</u>	
2PG2-1	2PG1-1 2PG2-1	4DS8-15E	2PG1-3 2PG2-3
2PG2-3	2PG1-3 2PG2-3	4DS8-15F	2PG1-5 2PG2-5
2PG2-5	2PG1-5 2PG2-5	4DS8-15G	2PG1-8 2PG2-8
2PG2-8	2PG1-8 2PG2-8	4DA8-15H	2PG1-1 2PG2-1

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(C) Video

	<u>Compatible CIs</u>		<u>Compatible CIs</u>
2TV6-1	4TV6-15 4TV7-15	4TV7-5	4TV6-5 4TV7-5
2TV6-2	6TV6-15 6TV7-15	4TV7-15	4TV6-15 4TV7-15
2TV7-1	4TV6-15 4TV7-15	6TV6-5	6TV6-5 6TV7-5
2TV7-2	6TV6-15 6TV7-15	6TV6-15	6TV6-15 6TV7-15
4TV6-5	4TV6-5 4TV7-5	6TV7-5	6TV6-5 6TV7-5
4TV6-15	4TV6-15 4TV7-15	6TV7-15	6TV6-15 6TV7-15

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(D) Digital Data

<u>Compatible CIs</u>		<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4DS8-15	4DS8-15+	4DU5-24	4DU5-24	6DU5-24	6DU5-24
	4DU5-24				
	4DU5-48	4DU5-48	4DU5-48	6DU5-48	6DU5-48
	4DU5-56				
	4DU5-96	4DU5-96	4DU5-96	6DU5-56	6DU5-56
	6DU5-24				
	6DU5-48	4DU8-56	4DU5-56	6DU5-96	6DU5-96
	6DU5-96				

+ Available only as a cross connect of two digital channels at appropriate digital speeds at a Telephone Company hub.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

11. Interface Groups, Transmission Specifications and Channel Interfaces (Cont'd)

11.3 Special Access Channel Interface and Network Channel Codes (Cont'd)

11.3.5 Compatible Channel Interfaces (Cont'd)

(E) High Capacity

<u>Compatible CIs</u>		<u>Compatible CIs</u>	
4DSO-63	4DSO-63 4DU8-A,B or C 6DU8-A,B or C	4DS8-15J	4DU8-A 6DU8-A
4DS6-27	4DS6-27 4DU8-A,B or C 6DU8-A,B or C	4DS8-15K	4DU8-B 4DU8-C 6DU8-B 6DU8-C
4DS6-44	4DS6-44 4DU8-A,B or C 6DU8-A,B or C	4DS8-31	4DS8-31 4DU8-A,B or C 6DU8-A,B or C
4DS8-15	4DS8-15+ 4DU8-B 6DU8-8	4DU8-A,B or C	4DU8-A,B or C

+ Available only as a cross connect of two individual channels of 1.544 Mbps facilities at a Telephone Company hub.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

12. Special Facilities Routing of Access Services

12.1 Description of Special Facilities Routing of Access Services

The services provided under this tariff are provided over such routes and facilities as the Telephone Company may elect. Special Facilities Routing is involved when, in order to comply with requirements specified by the customer, the Telephone Company provides Switched Access Service, Special Access Service or Special Federal Government Access Service in a manner which includes one or more of the following conditions:

12.1.1 Diversity

Two or more services must be provided over not more than two different physical routes.

12.1.2 Avoidance

A service must be provided on a route which avoids specified geographical locations.

12.1.3 Cable-Only Facilities

Certain Voice Grade services are provided on Cable-Only Facilities to meet the particular needs of a customer.

Service is provided subject to the availability of Cable-Only facilities. In the event of service failure, restoration will be made through the use of any available facilities as selected by the Telephone Company.

Avoidance and Diversity are available on Switched Access Service as set forth in Section 6 preceding; Voice Grade Special Access Services as set forth in Section 7 preceding and Special Federal Government Access Services as set forth in Section 8 preceding. Cable-Only Facilities are available for Switched Access Service as set forth in Section 6 preceding.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

12. Special Facilities Routing of Access Services (Cont'd)

12.1 Description of Special Facilities Routing of Access Services (Cont'd)

In order to avoid the compromise of special routing information, the Telephone Company will provide the required routing information for each specially routed service to only the ordering customer. If requested by the customer, this information will be provided when service is installed and prior to any subsequent changes in routing.

The rates and charges for Special Facilities Routing of Access Services as set forth in Section 20 following are in addition to all other rates and charges that may be applicable for services provided under other sections of this tariff.

12.2 Rates and Charges for Special Facilities Routing of Access Service

The rates and charges for Special Facilities Routing of Access Services are as follows:

12.2.1 Diversity

For each service provided in accordance with 12.1.1 preceding, the rates and charges will be developed on an individual case basis.

12.2.2 Avoidance

For each service provided in accordance with 12.1.2 preceding, the rates and charges will be developed on an individual case basis.

12.2.3 Diversity and Avoidance Combined

For each service provided in accordance with 12.1.1 and 12.1.2 preceding, combined, the rates and charges will be developed on an individual case basis.

12.2.4 Cable-Only Facilities

For each service provided in accordance with 12.1.3 preceding, the rates and charges will be developed on an individual case basis.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

13. Coin Services

13.1 General

This section contains the rules and regulations pertaining to the provision of 1+ Coin Presubscription Service for the handling of 1+ interLATA sent-paid traffic from the Telephone Company's pay telephones.

13.2 Service Description

1+ Coin Presubscription Service provides the routing of 1+ interLATA sent-paid calls from Telephone Company pay telephones to the presubscribed 0+ Interexchange Carrier (customer) directly, to its designated secondary service provider, or to the default carrier, provided that the said carrier continues to accept such default traffic. The default carrier option will expire when the default carrier ceases to accept such traffic or when the presubscribed 0+ provider is able to handle such calls or route them to the secondary service provider, whichever comes first. The customer has the following options:

- (1) to receive both 0+ and 1+ interLATA calls originated from Telephone Company pay telephones; or,
- (2) to receive the 0+ interLATA calls and select one secondary service provider per LATA to receive the 1+interLATA sent-paid traffic; or,
- (3) to receive the 0+ interLATA calls and continue to default the 1+interLATA sent-paid calls until the presubscribed 0+ provider is ready to handle (to receive both 0+ and 1+ interLATA calls or to receive 0+ interLATA calls and select a secondary service provider per LATA for 1+ interLATA calls) such calls.

The customer is solely responsible for all 0+ and 1+ interLATA calls originating from the Telephone Company pay telephone when it handles 1+ interLATA sent-paid traffic or selects a secondary service provider to handle the 1+ interLATA sent-paid calls.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

13. Coin Services (Cont'd)

13.2 Service Description (Cont'd)

The Telephone Company must receive written authorization from the customer prior to routing 1+ interLATA sent-paid calls to the selected secondary service provider. If the customer selects a secondary service provider to handle 1+ interLATA sent-paid traffic, any arrangements will be solely between the customer and its selected secondary service provider.

13.3 Service Provisioning

The Telephone Company will provide 1+ interLATA sent-paid access from equal access end offices to the customer's designated location via direct routed trunks from the end office or via the Traffic Operator Position System (TOPS) tandems. When the customer orders Modified Operator Services Signaling (MOSS) between a TOPS tandem and the customer's premises, the customer will be required to order a separate and final trunk group from the TOPS tandem to the customer's premises for each Numbering Plan Area (NPA) within a LATA to identify the coin originating NPA.

The Telephone Company will provide, where available, two types of call setup signaling from its pay telephone, MOSS and Exchange Access Operator Services System (EAOSS) signaling from the TOPS to the customer's premises. If the equal access end office is equipped with EAOSS functionality, MOSS or EAOSS signaling can be provided via direct trunking from the end office to the customer's premises at the customer's option. If the equal access end office is equipped with MOSS functionality, only MOSS will be provided for direct trunking from the end office to the customer's premises.

13.4 Collection and Remittance of Coin Station Monies

When the customer is provided Operator Trunk-Coin or Combined Coin and Non-Coined or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access as set forth in Section 6 preceding, the Telephone Company will collect sent-paid monies from pay telephone stations and will remit monies to the customer as set forth in 13.6.4 following. The Telephone Company will provide message call detail format and bill periods used to determine the monies upon request from the customer.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

13. Coin Services (Cont'd)

13.5 Provision of Message Call Detail Concerning Coin Station Monies

Where Operator Trunk-Coin or Combined Coin and Non-Coin or Operator Trunk-Full Feature Optional Features for sent-paid pay telephone access is provided to the customer and the customer wishes to receive the monies it is due for the monies collected by the Telephone Company from coin pay telephone stations, the customer shall furnish to the Telephone Company, at a location specified by the Telephone Company, the customer message call detail for the customer sent-paid (coin) pay telephone calls in accordance with the Telephone Company collection schedule. The customer message call detail furnished shall be in a standard format established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required standard format. If, in the course of Telephone Company business, it is necessary to change the standard format, the Telephone Company will provide notification to the involved customer six months prior to the change. If no customer message call detail is received from the customer for each bill period established by the Telephone Company, the Telephone Company will assume there were no customer sent-paid (coin) pay telephone calls for the period. In addition, the customer shall furnish a schedule of its charges for sent-paid (coin) calls to the Telephone at a location and date as specified by the Telephone Company. Any change in the customer's schedule of charges shall be furnished to the Telephone Company one day after the change becomes effective.

13.6 Payment of Coin Sent-Paid Monies

The Telephone Company will collect the monies from coin pay telephone stations and will determine and remit amounts due to a customer which is provided Operator Trunk-Coin or Combined Coin and Non-Coin or Operator Trunk-Full Feature Optional Features from sent-paid pay telephone access as set forth in Section 6 as follows:

13.6.1 Bill Period Coin Revenue

The Telephone Company will establish a collection schedule for each coin pay telephone station and will collect the monies from the coin pay stations based on this collection schedule. The monies collected based on this schedule during each bill period established by the Telephone Company will be identified by coin pay telephone station and summed to develop the Bill Period Coin Revenue for each coin record day (i.e., the day a record is prepared and dated to show the amount due the customer).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

13. Coin Services (Cont'd)

13.6 Payment of Coin Sent-Paid Monies (Cont'd)

13.6.2 Total Customer Coin Revenue

The intrastate Total Customer Coin Revenue will be determined by the Telephone Company based on the customer message call detail received from the customer for each bill period and the customer's schedule of charges for sent-paid coin calls. Such Total Customer Coin Revenue will be developed each coin record day.

13.6.3 Recourse Adjustments

For each coin record day, the Telephone Company will subtract from the Total Customer Coin Revenue an amount for coin station shortages. Coin Station shortages are amounts resulting from unauthorized calling at coin pay telephone stations, use of unauthorized coins, (i.e., foreign coins, slugs and improper use of U.S. pennies), unauthorized removal of coins from coin pay telephone stations and coin refunds beyond the Telephone Company's control. Such amounts for coin station shortages will be developed by the Telephone Company by multiplying the Total Customer Coin Revenue for each coin record day by a shortage factor. Such amount will be rounded to the nearest penny. The shortage factor will be determined by dividing the yearly total coin shortages amount by the yearly total coin revenue amount (i.e., total coin revenue equals the coin revenue due under exchange tariffs, state toll tariffs, and intrastate toll tariffs). The total coin shortage amount and the total revenue amount will be determined by the Telephone Company through an annual special study.

13.6.4 Payment of Net Customer Coin Revenue

The Telephone Company will determine the Net Customer Coin Revenue for each coin record day by subtracting from the Total Customer Coin Revenue determined as set forth in 13.6.2 preceding the amount for coin station shortages determined as set forth in 13.6.3 preceding. On the date (payment date) determined by adding 45 days to the coin record day, the Telephone Company will remit payment to the customer for the Net Customer Coin Revenue.

ACCESS SERVICES

13. Coin Services (Cont'd)

13.6 Payment of Coin Sent-Paid Monies (Cont'd)

13.6.5 Audit Provisions

Upon reasonable written notice by the customer to the Telephone Company, the customer shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the determination of the amount payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

All information received or reviewed by the customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

14. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

15. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

16. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

17. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

18. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

19. (RESERVED FOR FUTURE USE)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges

Rates and charges for Access Services set forth below apply to all of the Issuing Carriers set forth on Title Page 2 preceding.

20.1 Citizens Telecommunications Companies

20.1.1 Carrier Common Line

Regulations concerning Carrier Common Line Access Service are set forth in Section 3 preceding.

Premium Access

per Line or Trunk

Effective 7/1/00	\$2.41
Effective 1/1/02	1.97
Effective 1/1/03	1.54
Effective 1/1/04	3.10
Effective 1/1/05	2.80
Effective 1/1/06	2.45
Effective 1/1/07	2.10
Effective 1/1/08	1.75
Effective 1/1/09	1.40
Effective 1/1/10	1.05
Effective 1/1/11	0.70
Effective 1/1/12	0.35
Effective 1/1/13	0.00

(R)
|
(R)

20.1.2 End User Access Service

Regulations concerning End User Common Line (EUCL) are set forth in Section 4 preceding. Rates and Charges can be found in Citizens Interstate Access FCC No. 1., Section 20 following

Issued by authority of an order of the Public Service Commission of West Virginia in Case No 05-0040-T-PC dated May 4, 2005.

Issued: November 13, 2006

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: January 1, 2007

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.3 Access Ordering

Regulations concerning Access Ordering are set forth in Section 5 preceding.

	<u>USOC</u>	<u>Nonrecurring Charge</u>
<u>Access Service Order</u>		
- Per Order	ASROC	\$114.96
<u>Service Date Change Charge</u>		
- Per Order	OMC, SUM	56.62
<u>Design Change Charge</u>		
- Per Switched Order	H28	33.74
- Per Special Order		134.20

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service

Regulations concerning Switched Access are set forth in Section 6 preceding.

<u>Local Switching</u>	<u>Originating</u>	<u>Terminating</u>	
Mountain State			
Premium, per non 800/888 Access Minute	\$0.00364690	\$0.00000000	
Premium, per 800/888 Access Minute	\$0.00000000		(D)
All Other Companies			
Premium, per non 800/888 Access Minute	\$0.00364690	\$0.00000000	
Premium, per 800/888 Access Minute	\$0.00000000		(D)

Information Surcharge

Premium, per non 800/888 Access Minute	0.00000
Premium, per 800/888 Access Minute	0.00000

Operator Services

Operator Transfer Service	
- per call transferred	0.220000
Operator Assistance	
- per call	None

	<u>Originating</u>	<u>Terminating</u>
<u>Switched 56 Kbps</u>		
Mountain State	0	0
All Other Companies	0	0

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. 23-0451-T-T dated June 5, 2023 effective July 1, 2023.

Issued: May 26, 2023

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 21 West Avenue
 Spencerport, NY 14559

Effective: July 1, 2023

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
<u>Local Transport</u>			
Service Installation Charge - per line or trunk		\$290.13	
<u>Dedicated Trunk Port Charge</u>			
- per channel, per month	<u>Originating</u>	<u>Terminating</u>	
- Voice Grade/DSO	\$ 10.00	0	
- DS1	150.00	0	
- DS3	5,000.00	0	
<u>Shared Trunk Port Charge</u>			
<u>Mountain State</u>			
Per tandem switched access minute			
Non 800/888	\$0.00109690	0	
800/888	\$0.00000000		(D)
<u>All Other Companies</u>			
Per tandem switched access minute			
Non 800/888	\$0.00109690	0	
800/888	\$0.00000000		(D)
<u>Multiplexers - Trunk Side of End Office</u>			
<u>Mountain State</u>			
Per minute of use	0	0	
<u>Mountain State</u>			
Per minute of use	0	0	

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. 23-0451-T-T dated June 5, 2023 effective July 1, 2023.

Issued: May 26, 2023

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 21 West Avenue
 Spencerport, NY 14559

Effective: July 1, 2023

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service (Cont'd)

	<u>Originating</u>	<u>Terminating End Office</u>	<u>Terminating 3rd Party</u>
Tandem Switched Transport			
Service Category			
<u>Tandem Sw Termination – Non 800/888</u>			
Mountain State	\$0.00000000	\$0.00000000	\$0.00010000
Bluefield	\$0.00000000	\$0.00000000	\$0.00100000
St. Marys	\$0.00000000	\$0.00000000	\$0.00100000
<u>Tandem Sw Facility – Non 800/888</u>			
Mountain State	\$0.00000000	\$0.00000000	\$0.00005000
Bluefield	\$0.00000000	\$0.00000000	\$0.00005000
St. Marys	\$0.00000000	\$0.00000000	\$0.00005000
<u>Tandem Switching – Non 800/888</u>			
Mountain State	\$0.00000000	\$0.00000000	\$0.00017103
Bluefield	\$0.00000000	\$0.00000000	\$0.00005000
St. Marys	\$0.00000000	\$0.00000000	\$0.00005000
Joint Tandem Switched Transport			
Access Service – 800/888			
Per 800/888 Access Minute			
Mountain State	\$0.00000000		(D)
Bluefield	\$0.00000000		
St. Marys	\$0.00000000		(D)
		<u>Originating</u>	<u>Terminating</u>
Mountain State	Common Transport Mux – Non 800/888	\$0.00000000	0
Bluefield	Common Transport Mux – Non 800/888	\$0.00000000	\$0.00005000
St. Marys	Common Transport Mux – Non 800/888	\$0.00000000	\$0.00005000
		<u>All Companies</u>	
		<u>Originating</u>	<u>Terminating</u>
	DS0 Tandem Trunk Ports, per month	\$10.00	0
	DS1 Tandem Trunk Ports, per month	\$150.00	0
	DS3 Tandem Trunk Ports, per month	\$5,000.00	0

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. 23-0451-T-T dated June 5, 2023 effective July 1, 2023.

Issued: May 26, 2023

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 21 West Avenue
 Spencerport, NY 14559

Effective: July 1, 2023

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service (Cont'd)

VG/WATS Service Category Switched	Mountain			(N)
<u>VG DTT/EF NonDensity Zone</u>	<u>State</u>	<u>Bluefield</u>	<u>St. Marys</u>	
VG Entrance Facility - 2 Wire	\$55.93	\$55.93	\$55.93	
VG Entrance Facility - 4 Wire	\$75.00	\$91.00	\$91.00	
VG Direct Trunked Termination	\$33.70	\$38.00	\$38.00	
VG Direct Trunked Facility	\$0.29	\$0.61	\$0.61	
Nonrecurring				
VG Entrance Facility - NRC	\$488.00	\$488.24	\$488.24	
VG Dir. Trk. Transport Activated, per service order	\$130.26	\$130.23	\$130.23	
High Cap & DDS Service Category Switched				
DS1, DTT/EF				
DS1 Entrance Facility	\$175.00	\$150.00	\$150.00	
DS1 Direct Trunked Termination	\$143.08	\$150.00	\$150.00	
DS1 Direct Trunked Facility	\$7.00	\$7.33	\$7.33	
Mux - DS1 to Voice	\$263.00	\$263.00	\$263.00	
DS1 Nonrecurring - Switched				
Mux DS1 to voice - NRC	\$417.00	\$417.00	\$417.00	
DS1 Entrance Facility - NRC	\$600.00	\$450.00	\$450.00	
DS1 Dir. Trk. Transport, per 24 Trunks Activated	\$50.91	\$50.81	\$50.81	
DS1 Dir. Trk. Transport Activated, per service order	\$130.26	\$130.23	\$130.23	
DS3, DTT/EF				
DS3 Entrance Facility	\$1,400.00	\$1,500.00	\$1,500.00	
DS3 Direct Trunked Termination	\$900.00	\$900.00	\$900.00	
DS3 Direct Trunked Facility	\$129.00	\$120.00	\$120.00	
Mux DS3 to DS1, per month	\$1,406.16	\$1,400.00	\$1,400.00	
DS3 Entrance Facility - NRC	\$3,410.00	\$3,410.00	\$3,410.00	
Mux DS3 to DS1 - NRC	\$1,297.00	\$1,297.00	\$1,297.00	
DS3 Dir. Trk. Transport Activated, per service order	\$415.00	\$415.00	\$415.00	(N)

Issued by authority of an order of the Public Service Commission of West Virginia in
 Case No. dated .

Issued: May 31, 2013

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: July 1, 2013

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service (Cont'd)

Miscellaneous Switched Access Rates and Charges

	<u>Nonrecurring Charge</u>	
Network Blocking Charge, per Call (FGB, FGC, FGD & SAC)	\$0.0154	
NXX Translation, Per Order USOC: NXSAX	224.42	
0+900 Service	*	
FGA Optional Toll Blocking, per FGA Line USOC: CAH	*	
FGA Usage Sensitive Service Credit Allowance Credit per Originating FGA Access Minute	0.001706	
Toll Free Data Base Service Query Charge per Query	0.002224	(D)
Interim 800 Translation Optional Feature	192.21	

- No demand - rates available on request.

Issued by authority of an order of the Public Service Commission of West Virginia in
Case No. 22-0494-T-T dated July 1, 2022.

Issued: May 27, 2022

Vice President Regulatory Affairs
Citizens Telecommunications Company
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2022

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.4 Switched Access Service (Cont'd)

Switched Access Assumed Minutes of Use

	<u>Originating Only</u>	<u>Terminating Only</u>	<u>Two- Way</u>
<u>West Virginia</u>			
Feature Group A	2493	2210	4703
Feature Group B	5042	5042	5042

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service

Regulations concerning Special Access are set forth in Section 7 preceding.

<u>Voice Grade Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Channel Termination</u>			
per Termination			
Two-Wire	EUC2X,TME2X	\$55.00	\$204.23
Four-Wire	EUC4X,TME4X	75.00	204.23
 <u>Channel Mileage</u>			
Channel Mileage Facility, per Mile	1LFSX,1L5**	.75	
Channel Mileage Termination, per Termination	TRG,1L5**	23.00	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

<u>Voice Grade Service</u> (Cont'd)	<u>USOC</u>	<u>Monthly Rate</u>	<u>Non Recurring</u>
<u>Optional Features and Functions</u>			
Central Office Bridging Capability			
Two-Wire or Four-Wire, per Port			
Data	B5NDJ,BCND2, BCND4	8.00	
Voice	B5NVJ,BCNV2, BCNV4	8.00	
Voice Conference		13.09	
Telephoto		6.59	
Telemetry & Alarm		8.83	
Active Split Band, Active Summation, Passive			
Conditioning, per Termination			
- C Type	XICPT	6.25	388.13
- Data Capability	XDCPT	6.25	
- Sealing Current	1HBPT	6.25	
Improved Return Loss for Effective			
Two-Wire or Four-Wire Transmission			
per Termination	1RL,1RL2W, 1RL4W	1.85	167.01
Customer Specified Receive Level,			
per Termination	RLS	6.74	
Signaling Capability,			
per Termination		14.80	280.70
- Loop Signaling Range Extension	XSS++		
- Loop or E&M to SF			
- E&M to DX			
- E&M to Loop			
- Loop or E&M to PCM			
- Automatic Ringdown	XSSLR		

* No demand - rates available on request.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

Voice Grade Service (Cont'd)

<u>Optional Features and Functions</u> (Cont'd)	<u>USOC</u>	<u>Monthly Rate</u>
Selective Signaling Arrangement	USZ	\$15.42
Transfer Arrangement (Key Activated** or Dial Up***)		
- Per Four Port Arrangement, including control circuit termination****	USY	*
- Per Five Port Arrangement, including control circuit termination****	US5	*

* No demand - rates available on request.

** The key activated control circuit is rated as a Metallic Circuit Termination and Circuit mileage, if applicable.

*** The Dial Up option requires the customer to purchase the Controller Arrangement from section 20.1.7 following.

**** An additional Circuit Termination charge will apply whenever a spare circuit is configured as a leg to the customer's premises. Additional circuit mileage charges will apply when the transfer arrangement is not located in the customer premises serving wire center.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

Voice Grade Service (Cont'd)

<u>Optional Features and Functions</u> (Cont'd)	<u>USOC</u>	<u>Monthly Rate</u>	<u>Non Recurring</u>
Voice Grade Facility Switching Arrangement	UST	*	
Echo Control			
- Echo Suppression, per Circuit	OE1	*	
- Echo Canceller, per Circuit	ORJ	*	
Improved Termination Option, per Termination	X2T,X4T	\$18.77	266.08
Improved Equal Level Echo Path Loss, per Termination	ORP	*	*
Telephoto Capability per Termination	XTCPT	3.09	247.03

* No demand - rates available on request.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

Program Audio Service

Regulations concerning Program Audio Service are set forth in Section 7 preceding. Rates and Charges can be found in Citizens Interstate Access FCC No. 1., Section 20 following.

Video Service

Regulations concerning Video Service are set forth in Section 7 preceding. Rates and Charges can be found in Citizens Interstate Access FCC No. 1., Section 20 following.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

<u>Digital Data Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Channel Termination</u>			
per Termination	EUCXX,EULCH,		
2.4 kbps	TMECS	\$108.00	\$ 204.23
4.8 kbps		108.00	204.23
9.6 kbps		108.00	204.23
19.2 kbps		108.00	204.23
56.0 kbps		108.00	204.23
 <u>Channel Mileage</u>			
Channel Mileage Facility,	1LFSX,		
per Mile	1L5**		
2.4 kbps		2.25	
4.8 kbps		2.25	
9.6 kbps		2.25	
19.2 kbps		2.25	
56.0 kbps		5.00	
 <u>Channel Mileage Termination,</u>			
per Termination	TRG,		
2.4 kbps	1L5**	35.73	
4.8 kbps		35.73	
9.6 kbps		35.73	
19.2 kbps		35.73	
56.0 kbps		71.46	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

Digital Data Service (Cont'd)

<u>Optional Features and Functions</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Central Office Bridging, per Port	BCNDA	\$4.19	
Secondary Channel, per Station		*	
Multiplexing - Digital Data Carrier		8.03	64.19 *
Loop Transfer Arrangement (Key Activated** or Dial Up***)			
- Per Four Port Arrangement, including control circuit termination****	XTD	6.75	ICB

* No demand - rates available on request.

** The key activated control circuit is rated as a Metallic Circuit Termination and Circuit mileage, if applicable.

*** The Dial Up option requires the customer to purchase the Controller Arrangement from Section 20.1.7 following.

**** An additional Circuit Termination charge will apply whenever a spare circuit is configured as a leg to the customer's premises. Additional circuit mileage charges will apply when the transfer arrangement is not located in the customer premises serving wire center.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

<u>High Capacity Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Channel Termination</u>			
Channel Termination, per Termination			
DS1 - 1.544 Mbps		\$275.00	\$916.12
DS2 - 6.312 Mbps		ICB	ICB
DS3 - 44.736 Mbps		ICB	ICB
<u>Channel Mileage</u>			
Channel Mileage Facility, per Mile			
DS1 - 1.544 Mbps	1LFSX, 1L5**	18.00	
DS2 - 6.312 Mbps		ICB	
DS3 - 44.736 Mbps		ICB	
<u>Channel Mileage Termination,</u> per Termination			
DS1 - 1.544 Mbps	TRG 1L5**	121.00	(I)
DS2 - 6.312 Mbps		ICB	
DS3 - 44.736 Mbps		ICB	
<u>Optional Features and Functions</u>			
<u>Multiplexing</u>			
- DS3 to DS1		ICB	ICB
- DS2 to DS1		ICB	ICB
- DS1 to Voice	MQ1	349.12	412.72
- DS1 to DS0	QMU	605.30	412.72

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.5 Special Access Service (Cont'd)

High Capacity Service (Cont'd)

<u>Optional Features and Functions</u> (Cont'd)	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Multiplexing</u> (Cont'd)			
- Digital Data Subrate			
One DSO to Twenty			
2.4 Kbps	QSU24	495.02	ICB
One DSO to Ten			
4.8 Kbps	QSU48	255.14	ICB
One DSO to Five			
9.6 Kbps	QSU96	177.38	ICB
Automatic Loop Transfer*			
- per Arrangement		462.32	
- per Termination	T59	181.16	
Automatic Protection Switching, per DS1		239.18	\$2,786.75
Clear Channel Capability, per DS1 circuit arranged	CCO	24.00	\$90.00

* An additional Channel Termination charge will apply whenever the spare channel is configured as a leg to the customer designated premises. Additional Channel Mileage charges will also apply when the transfer arrangement is not located in the customer designated premises serving wire center.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.6 Special Federal Government Access Services Offerings

Telecommunications Service Priority (TSP) System (Cont'd)

The following rates and charges are in addition to all other rates and charges that may be applicable for other services that may be furnished under the provisions of this tariff which operate in conjunction with the TSP System.

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
(A) Priority Installation (PI) of an Access Service - Invocation Includes System Development, Verification, Confirmation and Preemption*		
Prime Service Vendor Subcontractor	ICB	ICB
(1) Expedited (Emergency or Essential)	Regulations, rates and charges are the same as those set forth for the Switched or Special Access Service for which PI is required.	

* When an Access Service is ordered with both PI and PR, the associated nonrecurring charge for PR applies.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.6 Special Federal Government Access Services Offerings (Cont'd)

Telecommunications Service Priority (TSP) System (Cont'd)

		<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
(2)	Utilizing Specially Constructed Facilities		Regulations, rates and charges are the same as those set forth in Section 10 preceding for Special Construction of the facilities for Switched Access Service for which PI is required.
(B)	Priority Restoration (PR) Level Implementation on an Access Service		
(1)	When PR level is implemented - includes System Development, Verification and Confirmation*		
	Prime Service		
	Vendor	ICB	ICB
	Subcontractor	ICB	ICB

* When an Access Service is ordered with both PI and PR, the associated nonrecurring charge for PR applies.

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.6 Special Federal Government Access Services Offerings (Cont'd)

Telecommunications Service Priority (TSP) System (Cont'd)

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
(2) When the PR level is changed on an associated working Access Service - includes Verification and Confirmation		
Prime Service Vendor	ICB	ICB
Subcontractor	ICB	ICB
(3) Administrative and maintenance of PR Service - includes Reconciliation and Preemption		
Prime Service Vendor	ICB	ICB
Subcontractor	ICB	ICB

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service

<u>Miscellaneous Service</u>	<u>USOC</u>	<u>Basic Time</u>	<u>Overtime</u>	<u>Premium Time*</u>
Charges for Additional Engineer per Engineer, 1/2 hour of Fraction thereof	AEH	\$30.19	\$45.29	\$60.38
Charges for Additional Labor per Technician, 1/2 hour or Fraction thereof	ALH	\$23.51	\$35.27	\$47.02
Charges for Additional Testing per Technician, 1/2 hour or Fraction thereof	ALK	\$23.51	\$35.27	\$47.02
Charges for Standby per Technician, 1/2 hour or Fraction thereof	ALT	\$23.51	\$35.27	\$47.02
Charges for Programming per Programmer, 1/2 hour or Fraction thereof	ALK	\$23.51	\$35.27	\$47.02

* Subject to Minimum Charge of Four Hours.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service (Cont'd)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Charges for Additional Testing per Transmission Path, First Point of Switching, per Month			
- Automated Scheduled Testing	ALK	*	*
- Additional Cooperative Scheduled Testing			
- Basic Offering		*	*
- Gain Slope	UBC**	*	*
- Additional Manual Scheduled Testing	ALK		
- Basic Offering		*	*
- Gain Slope	*	*	
<u>Controller Arrangement</u>			
- Per Arrangement	XTDDU	*	*
International Blocking Service			*
<u>Additional Bill Copies</u>			
- Paper, per page copied			\$ 0.10
- Tape, per BDT			\$ 60.00

* No demand - rates available on request.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service (Cont'd)

<u>Equal Access Charges</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
per Telephone Exchange Service Line Trunk, Public/Semipublic Pay Telephone		
Prescription Change Charge		
- IntraLATA PIC Change Charge-per line or trunk :USOC:NAPS		\$5.00
-*IntraLATA PIC Change Charge-when made simultaneously with interLATA PIC Change Charge to the same carrier, per line or per trunk		7.50
- IntraLATA PIC Change Charge - when made simultaneously with interLATA PIC Change Charge to the different carrier, per line or per trunk		10.00
-**Unauthorized PIC Change Charge- IntraLATA		100.00
- IC CIC Consolidation Charge		1.30
<u>Special Access Surcharge</u> USOC:(S25)	\$25.00	
<u>Billing Name and Address Service (BNA)</u>		
- Billing Name and Address per order) USOC: (BNYM4)		28.17
- Billing Name and Address Found/Each USOC: (BNYFX)		0.43
- Billing Name and Address not found/each USOC: (BNYM4)		0.43

* This change is billed to the end user which is the subscriber to the Telephone Exchange Service or the agent of the pay telephone, except as set forth in 9.3.3(C) preceding or in situations when such charges would be billed to an IC.

** As set forth in 9.3.3(C) preceding, this charge is billed to the IC submitting an unauthorized presubscription charge for an end user which is the subscriber to the Telephone Exchange Service.

Certain text previously found on this page have been moved to page 417.1.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service (Cont'd)

<u>Equal Access Charges</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Blocking</u>		
900 Blocking Service		
- Residence		
Add Call Blocking, each line		5.00
Remove Call Blocking, each line		5.00
- Business		
Add Call Blocking, each line		15.00
Remove Call Blocking, each line		15.00
International Blocking Service		*

* No demand - rates available on request.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service (Cont'd)

<u>End User/Agents List</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
- Snapshot List, NRC per State, per Order USOC: SSQ		75.00
- Snapshot List, per Listing * USOC: SSY		0.05
<u>Telecommunications Service Priority</u>		
- Establishment of TSP System Service Charge USOC: TSP		14.50
- Restoration Priority USOC: RSP	\$4.90	

* For the purpose of the Snapshot list, a listing is defined as an end user or agent eligible for a Predesignated Interexchange Carrier Selection.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
 Citizens Telecommunications Company
 180 S. Clinton Avenue
 Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.7 Miscellaneous Service (Cont'd)

End User Validation List

<u>Standard Sort, Per Record Provided</u>	<u>Administrative Fee Paper Report, Electronic Transmission or Magnetic Tape/ Per Request</u>	<u>Special Sort, Per Record Provided</u>
\$0.034	\$78.00	\$0.054

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.8 Special Facilities Routing of Access Service

The following rates and charges are in addition to all other rates and charges that may be applicable for other services that may be furnished under the provisions of this tariff to operate in conjunction with this service.

	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
(A) Special Routing Access Service Area Plan-Setup and Removal, Per End Office or Tandem Office Switching System. (Note 1) (Note 2)	ICB	ICB
(B) Special Routing Access Service Trunk Group Setup and Removal, Per End Office Switching System, Per Occurrence (Note 1) (Note 2)	ICB	ICB

(Note 1) The service setups will only be activated in offices that are specifically negotiated by the customer with the Telephone Company and are mutually agreeable between both parties.

(Note 2) End Offices will be updated for activation and/or deactivation annually.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.8 Special Facilities Routing of Access Service (Cont'd)

	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
(C) Activation or Deactivation of Special Routing Access Service, Per End Office or Tandem Office Switching System, Per Occurrence	ICB	ICB
(D) Special Routing Access Service Trunk Usage, When Activated, Per Trunk, Per Initial Activation Hour	ICB*	ICB

* This rate is in addition to Trunk Side Premium Access Service rates which apply on an ongoing basis whether SRAS is activated or not.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.8 Special Routing Access Service (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>
(E) Special Routing Access Service Trunk Usage, When Activated, Per Trunk, Per Subsequent 1/2 Hour	ICB*	ICB
(F) Special Routing Access Service Maintenance and Administration, Per End Office or Tandem Office Switching System, Per Month	ICB	ICB

* This rate is in addition to Trunk Side Premium Access Service rates which apply on an ongoing basis whether SRAS is activated or not.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

Issued: April 26, 2002

Vice President Regulatory Affairs
Citizens Telecommunications Company
180 S. Clinton Avenue
Rochester, NY 14646

Effective: May 26, 2002

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.9 VoIP-PSTN

(A) VoIP Rates for Mountain State

These rates can also be found in the Telephone Company's applicable federal access tariff.

(1) Local Switching

Originating Premium, per Access Minute	\$0.00364690	
Terminating Premium, per Access Minute	\$0.00	(D)

Originating Non Premium, per Access Minute	\$0.00164111	
Terminating Non Premium, per Access Minute	\$0.00	(D)

Per Installation	\$0.00	
------------------	--------	--

Switched 56 Kbps Per Access Minute	\$0.00260000	
---------------------------------------	--------------	--

Shared Trunk Port Charge

Originating, Per Tandem Switched Access Minute	\$0.00109690	
Terminating, Per Tandem Switched Access Minute	\$0.0	

(2) Tandem Switched Transport

Tandem Switched Transport Facility		
- Originating, Per Access Minute, per Mile	\$0.0	
- Terminating, Per Access Minute, per Mile	\$0.00005000	

Tandem Switched Transport Termination		
- Originating, Per Access Minute, per Termination	\$0.0	
- Terminating, Per Access Minute, per Termination	\$0.00010000	

Tandem Switching		
- Originating, Per Access Minute	\$0.0	
- Terminating, Per Access Minute	\$0.00017103	

Shared Multiplexing

Originating, Per Tandem Switched Access Minute	\$0.0	
Terminating, Per Tandem Switched Access Minute	\$0.0	
Originating, Per End Office Switched Access Minute	\$0.0	
Terminating, Per End Office Switched Access Minute	\$0.0	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 17-0713-T-T dated June 7, 2017.

Issued: June 1, 2017

Vice President Regulatory Affairs
Frontier Communications
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2017

ACCESS SERVICES

20. Rates and Charges (Cont'd)

20.1 Citizens Telecommunications Companies (Cont'd)

20.1.9 VoIP-PSTN

(B) VoIP Rates for Bluefield and St. Marys

These rates can also be found in the Telephone Company's applicable federal access tariff.

(1) Local Switching

Originating Premium, per Access Minute	\$0.00364690	
Terminating Premium, per Access Minute	\$0.00	(D)

Originating Non Premium, per Access Minute	\$0.00117000	
Terminating Non Premium, per Access Minute	\$0.00	(D)

Per Installation	\$0.00	
------------------	--------	--

Switched 56 Kbps Per Access Minute	\$0.00260000	
---------------------------------------	--------------	--

Shared Trunk Port Charge

Originating, Per Tandem Switched Access Minute	\$0.00109690	
Terminating, Per Tandem Switched Access Minute	\$0.0	

(2) Tandem Switched Transport

Tandem Switched Transport Facility		
- Originating, Per Access Minute, per Mile	\$0.0	
- Terminating, Per Access Minute, per Mile	\$0.00005000	

Tandem Switched Transport Termination		
- Originating, Per Access Minute, per Termination	\$0.0	
- Terminating, Per Access Minute, per Termination	\$0.00100000	

Tandem Switching		
- Originating, Per Access Minute	\$0.0	
- Terminating, Per Access Minute	\$0.00005000	

Shared Multiplexing

Originating, Per Tandem Switched Access Minute	\$0.0	
Terminating, Per Tandem Switched Access Minute	\$0.00005000	
Originating, Per End Office Switched Access Minute	\$0.0	
Terminating, Per End Office Switched Access Minute	\$0.0	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 17-0713-T-T dated June 7, 2017.

Issued: June 1, 2017

Vice President Regulatory Affairs
Frontier Communications
21 West Avenue
Spencerport, NY 14559

Effective: July 1, 2017