

NAVAJO COMMUNICATIONS COMPANY, INC.
GENERAL EXCHANGE TARIFF
NEW MEXICO

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Issued: April 17, 2002
Advice No. NAV-02-02

Aloa J. Stevens
Director
Citizens Communications
4 Triad Center, Suite 200
Salt Lake City, UT 84180

Effective: April 28, 2002
Docket No.

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PRELIMINARY STATEMENT

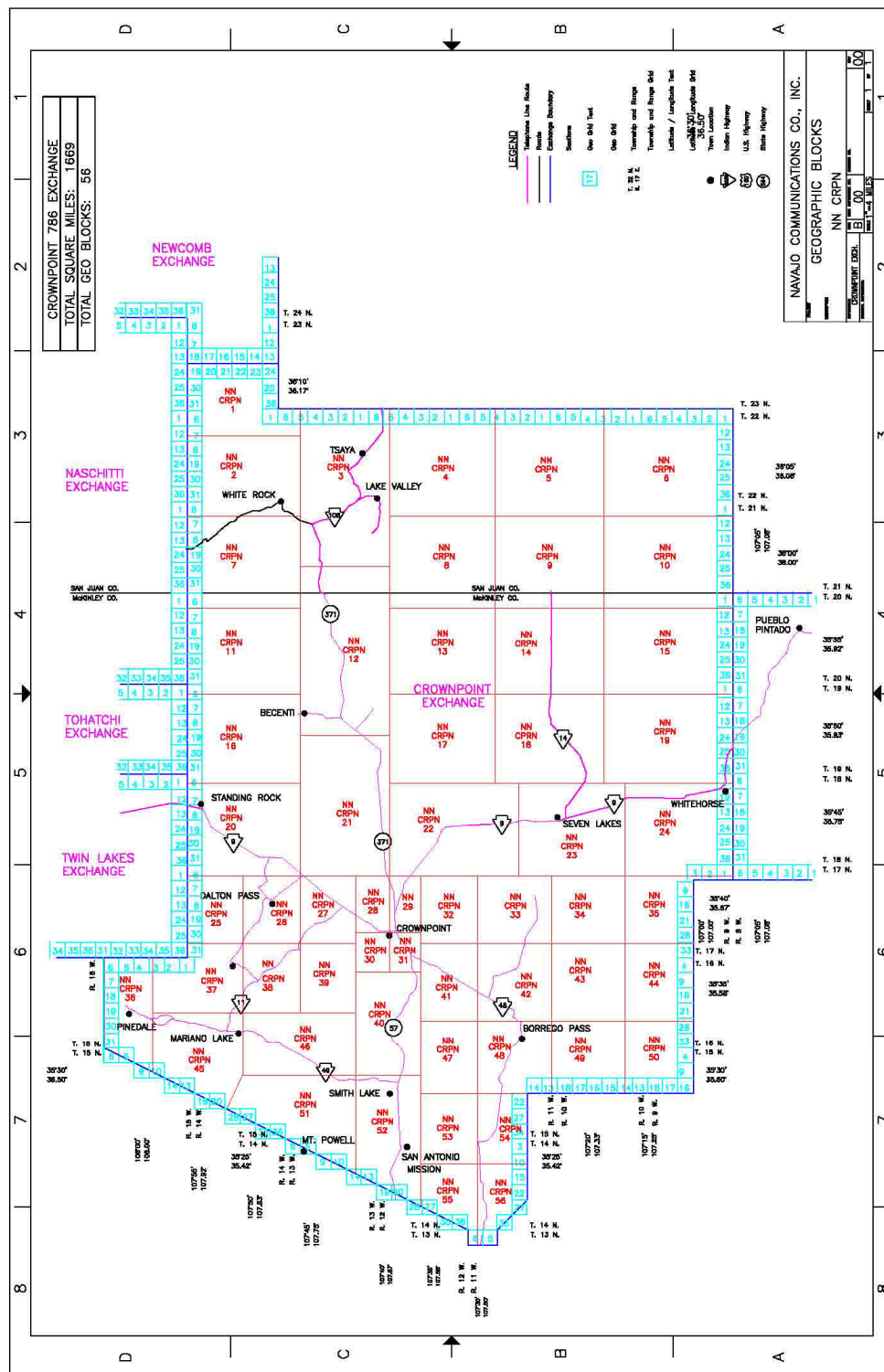
CUSTOMER PREMISES EQUIPMENT

Effective January 1, 1988, in accordance with the FCC's Third Report and Order in Docket No. 81-893, Customer Premises Equipment (CPE) will be the sole responsibility of the customer.

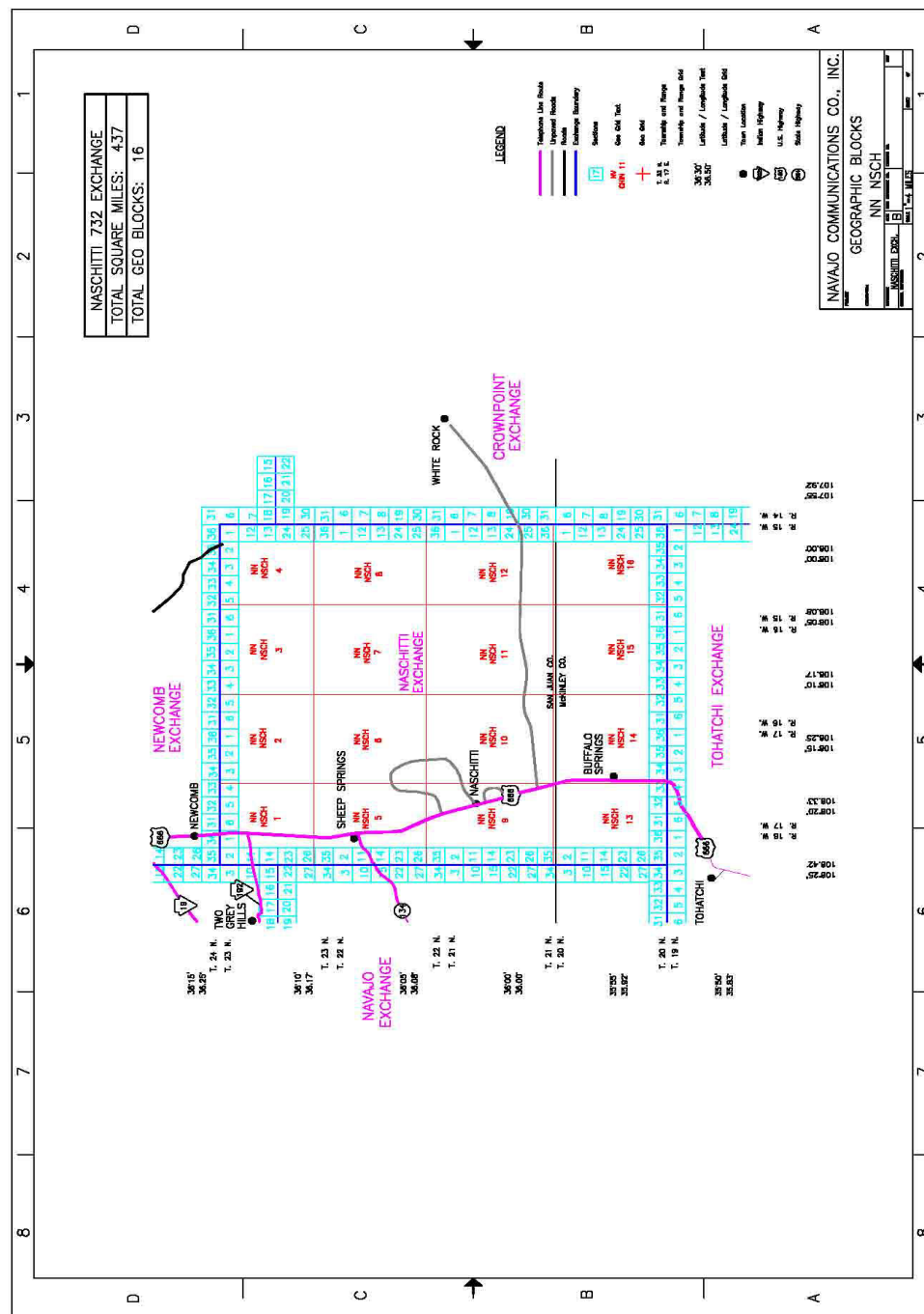
INSIDE WIRE

Effective January 1, 1987, in accordance with the FCC's Docket 79-105, customers will be responsible for the installation and maintenance of inside wiring and jacks. Inside wiring is the station cable including connectors, blocks, and jacks extending from the terminations of the exchange access line at the company provided protector to and including all jacks located on the premises.

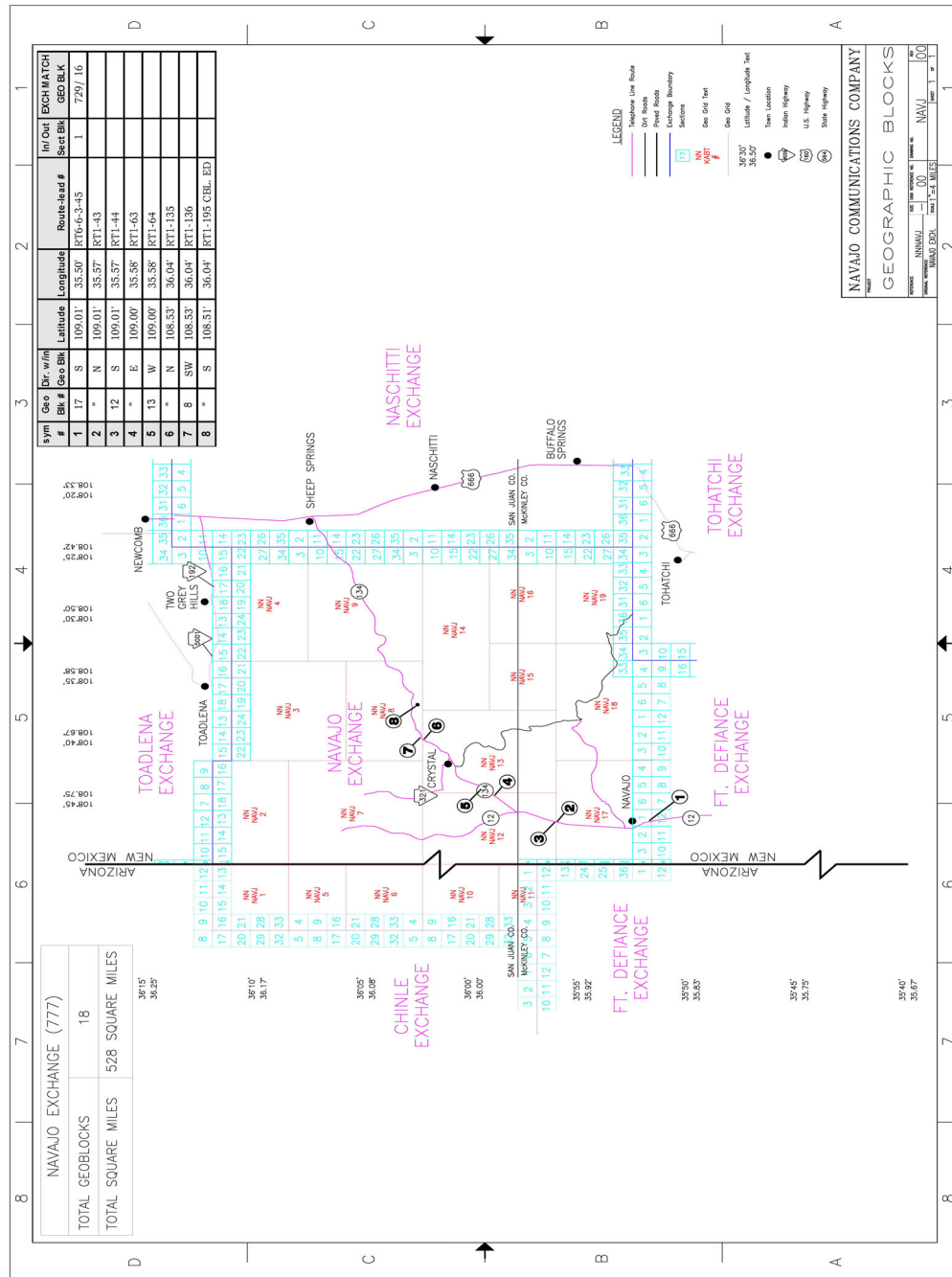
CROWNPOINT EXCHANGE

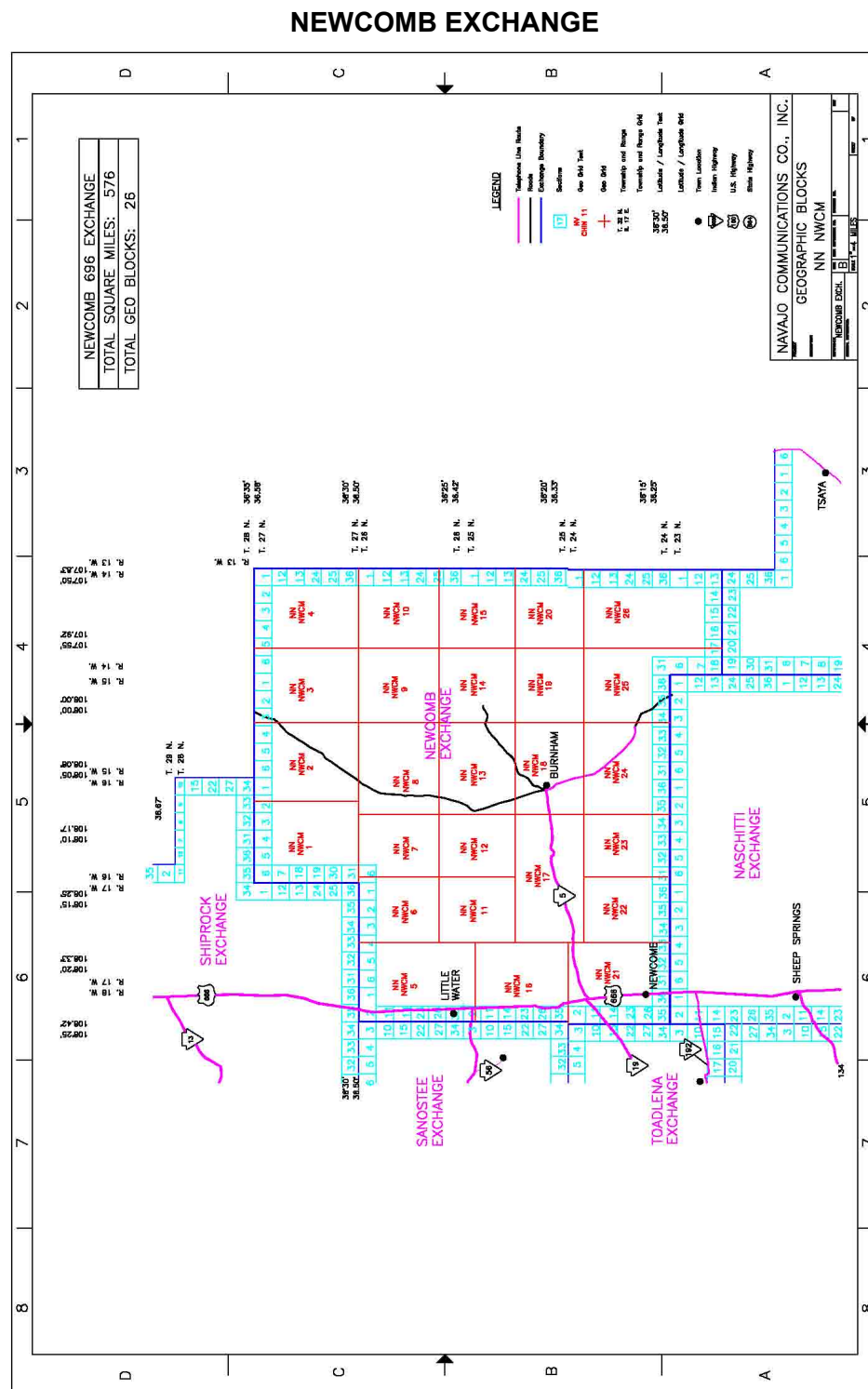


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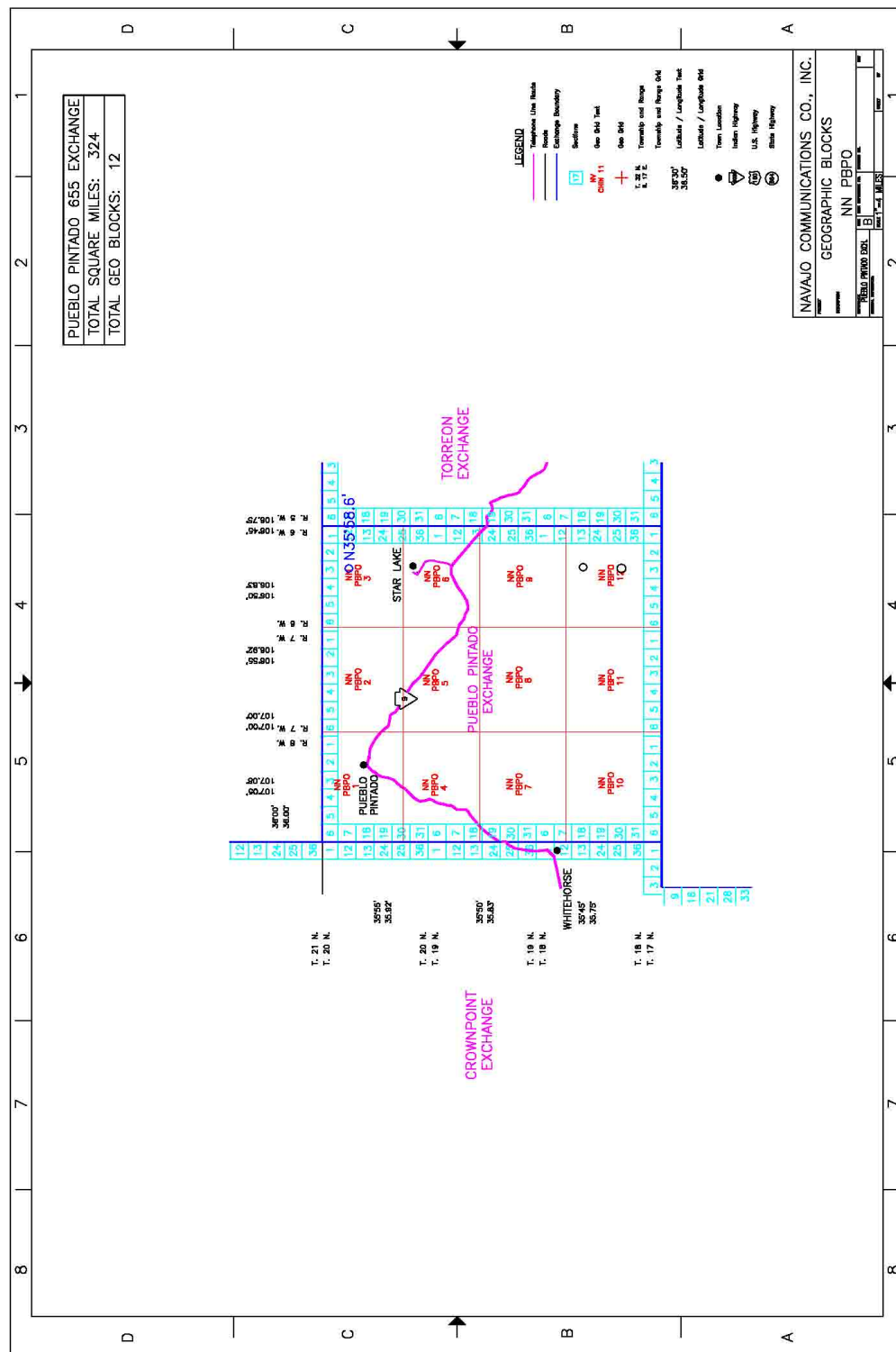


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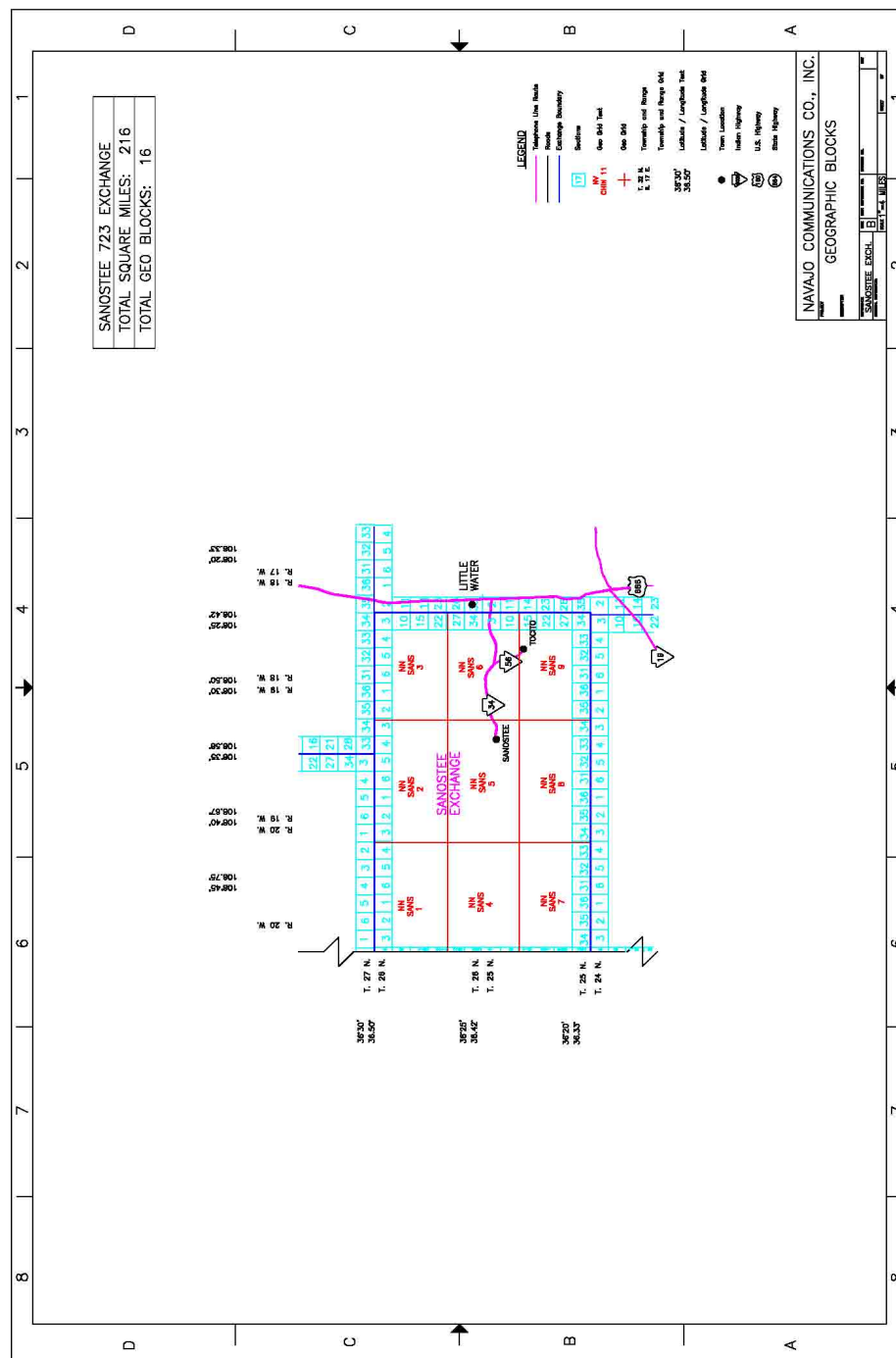


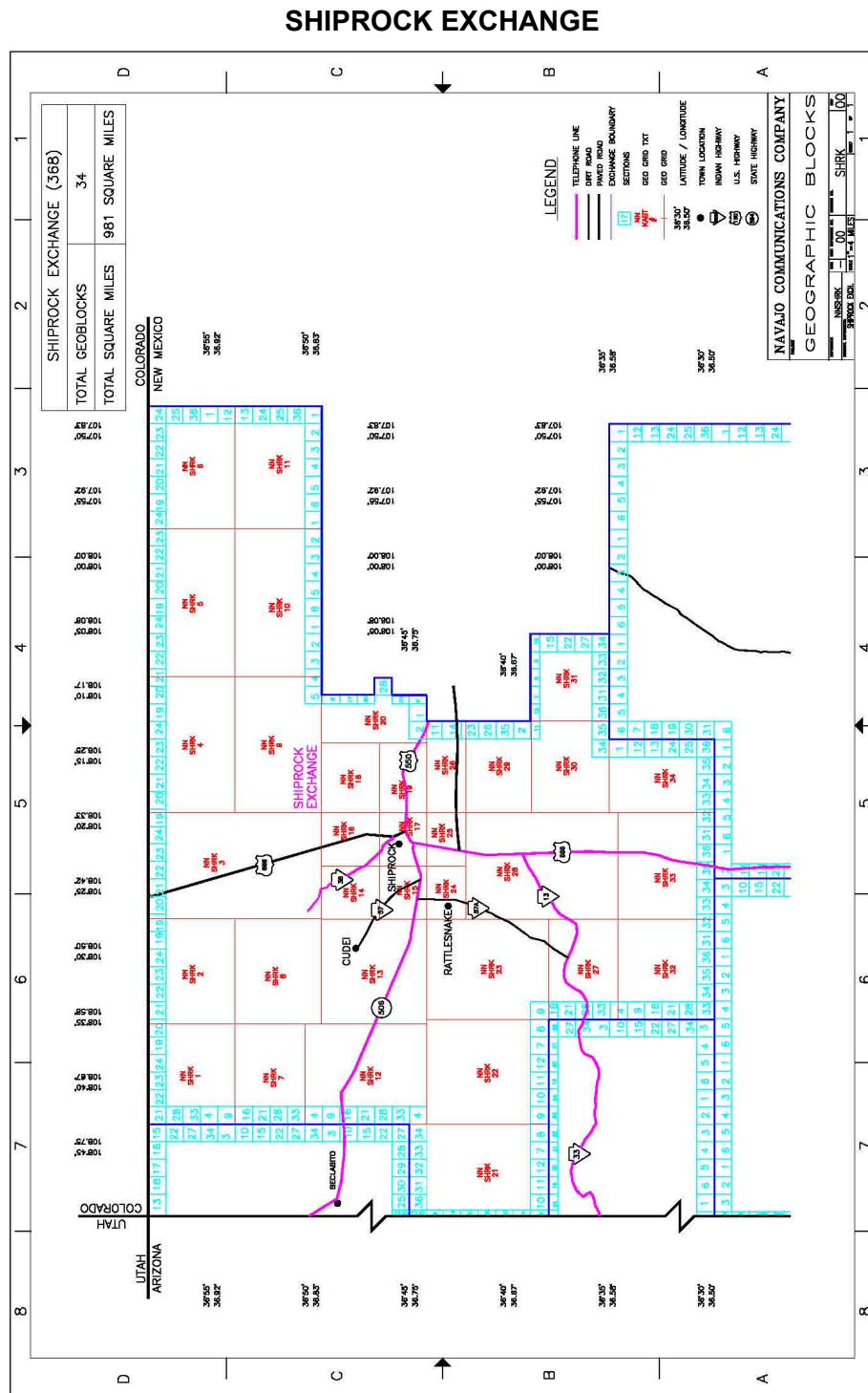


PUEBLO PINTADO EXCHANGE

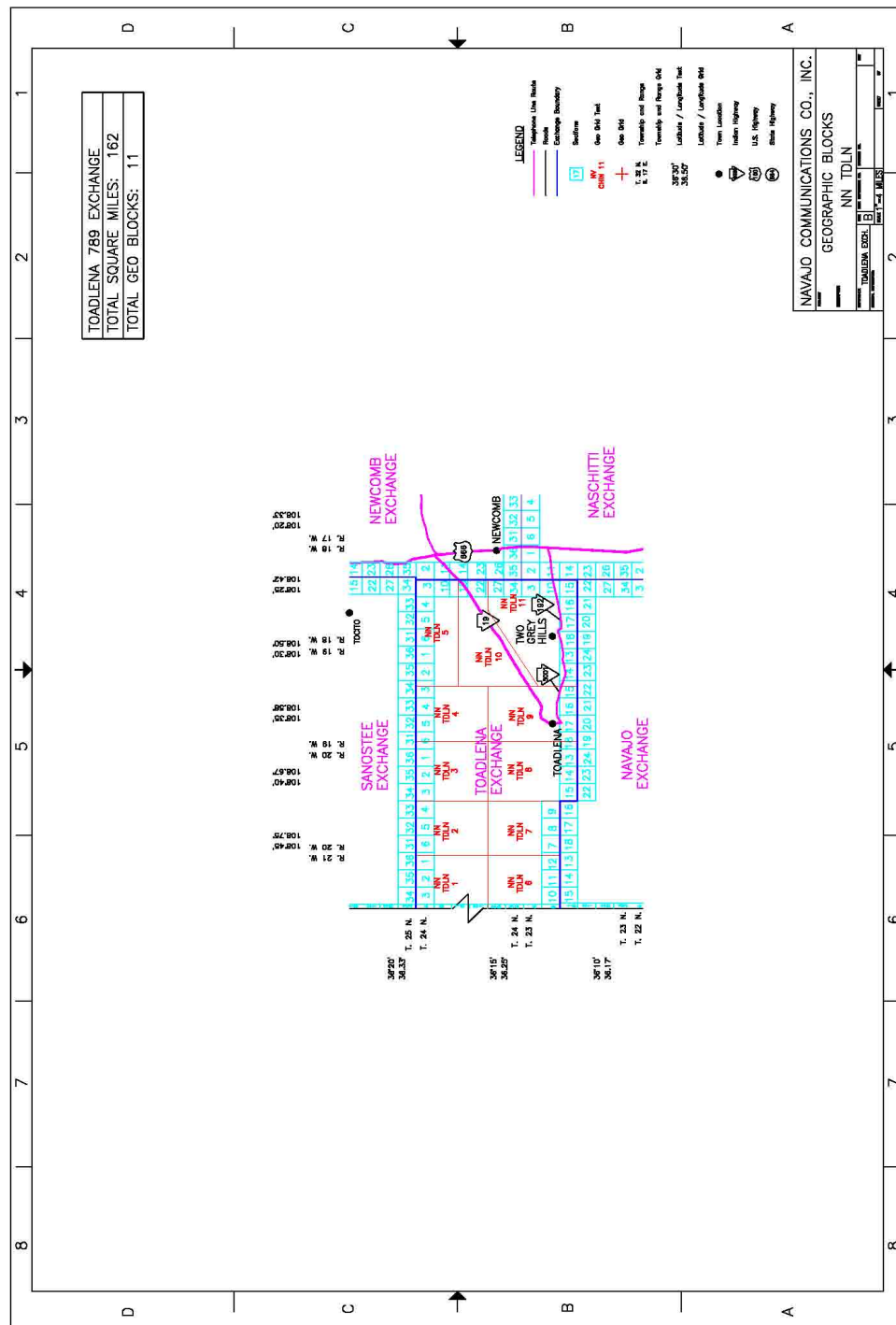


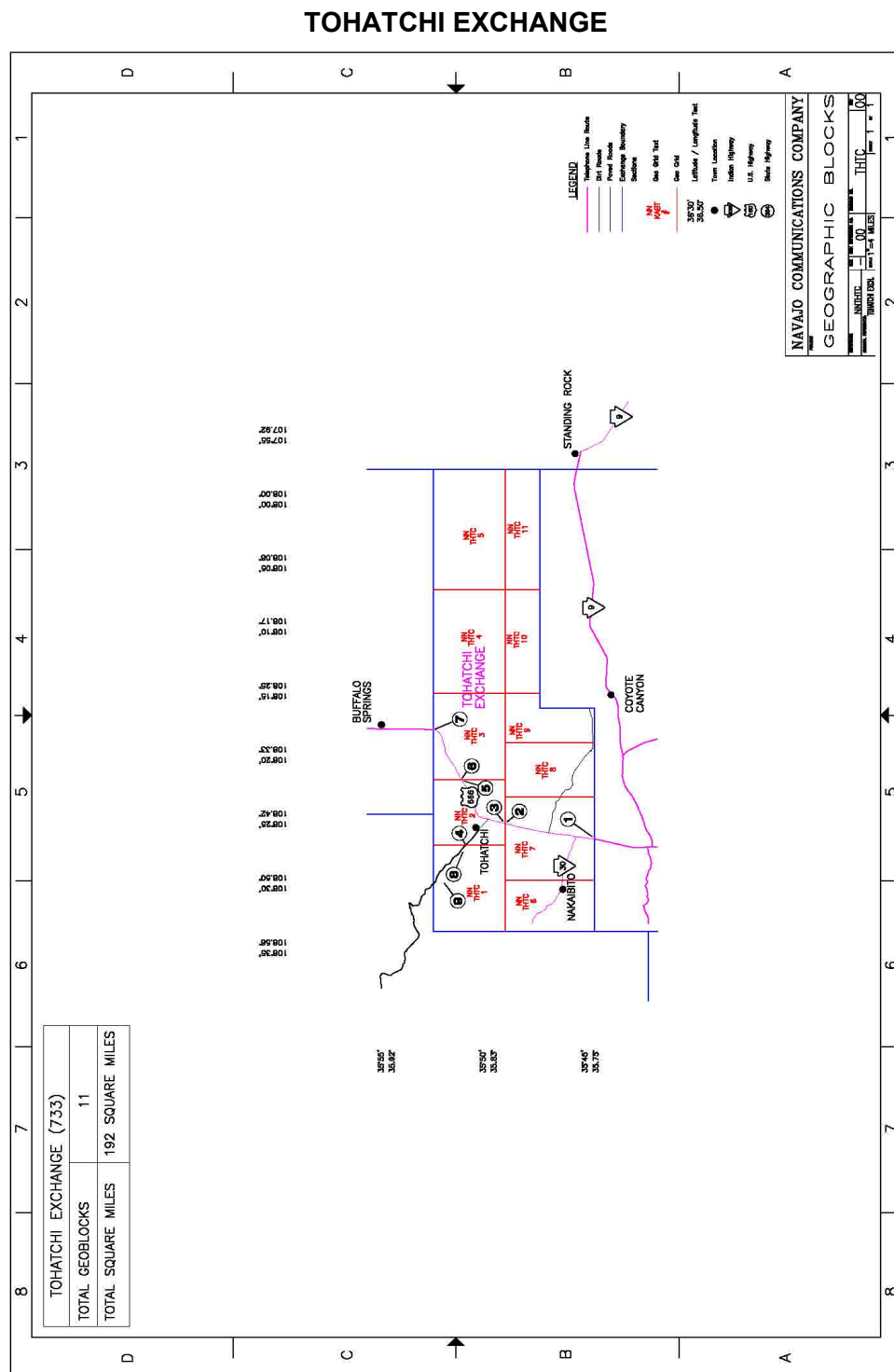
SANOSTEE EXCHANGE



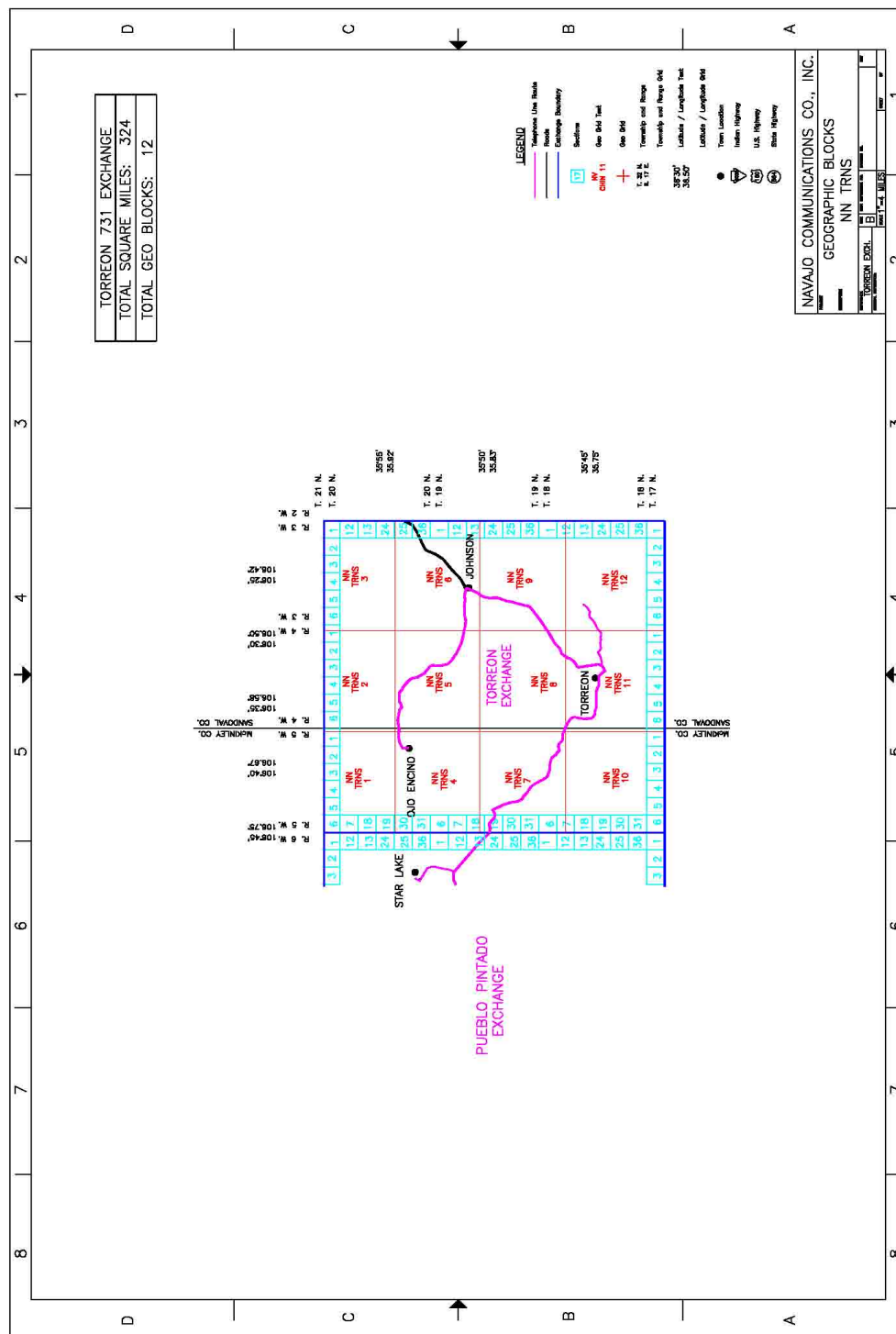


TOADLENA EXCHANGE





TORREON EXCHANGE

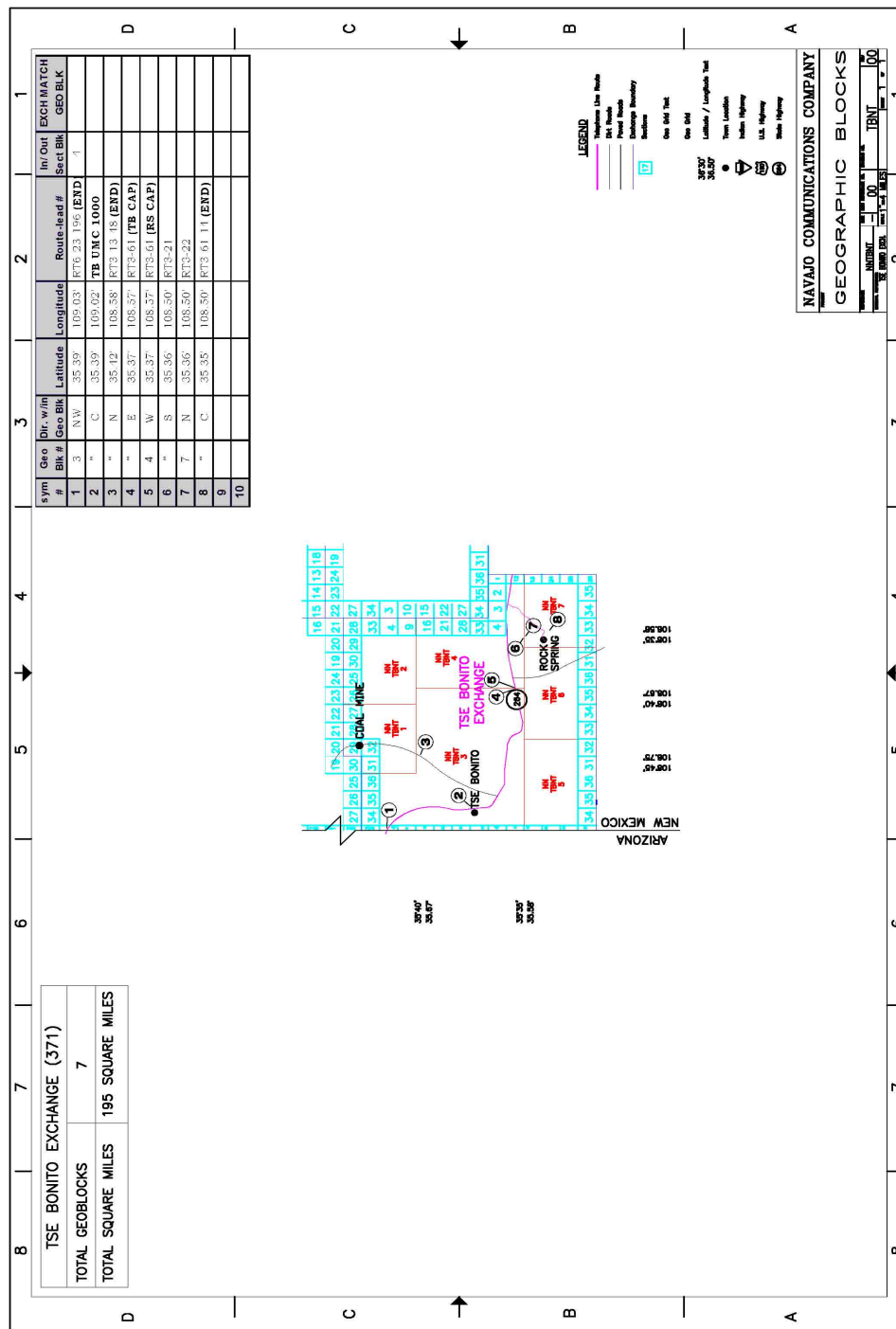


Issued: August 6, 1997
Advice No.

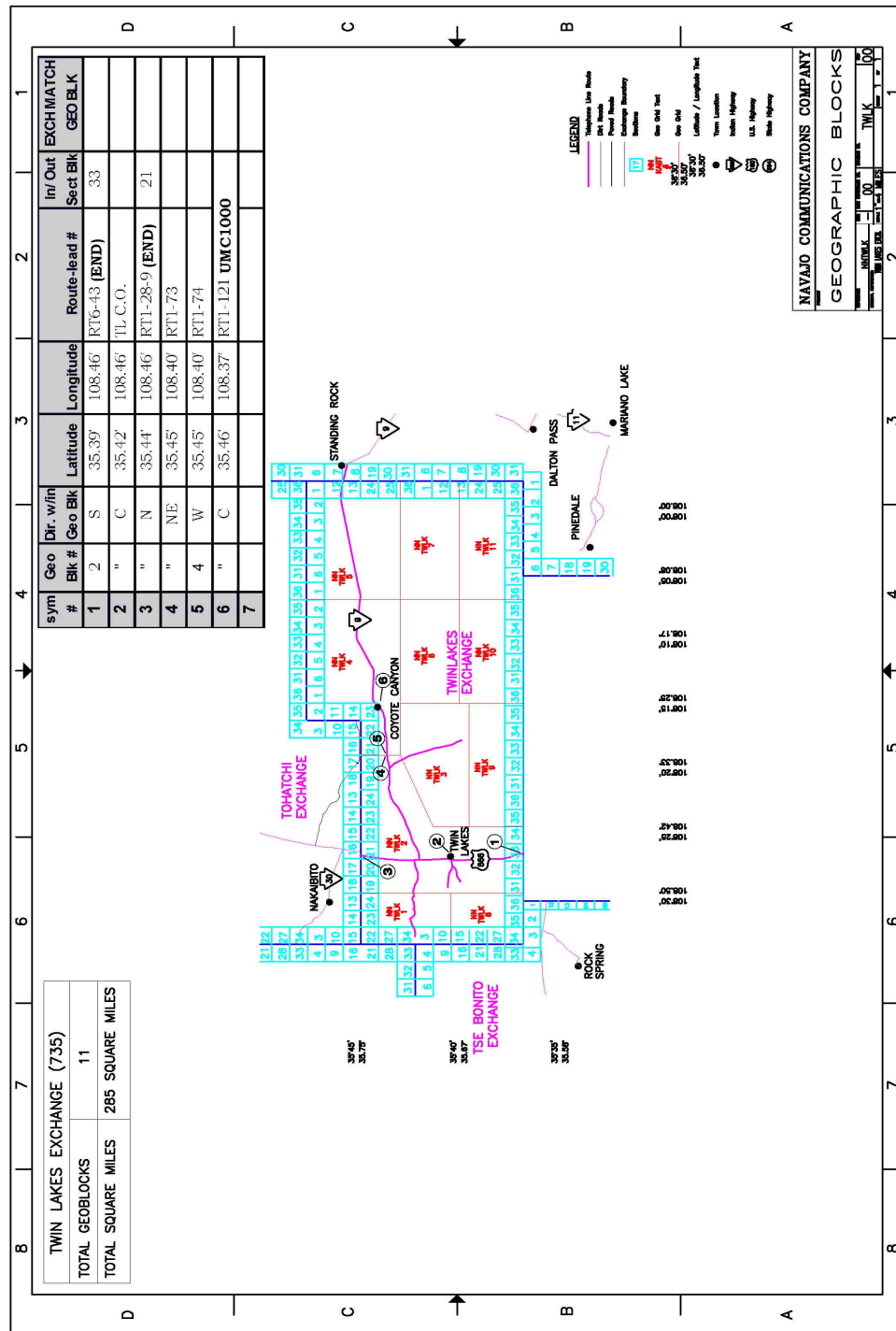
F. Wayne Lafferty
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Effective: October 6, 1997
Docket No. 97-348-TC

TSE BONITO EXCHANGE



TWIN LAKES EXCHANGE



DEFINITION OF TERMS

Base Rate Area: That portion of the exchange area in which exchange service is furnished at scheduled rates for each class of service.

Building: The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures which are connected by an enclosed passageway in which the wires or cables of the Telephone company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as an enclosed passageway.

Central Office: A central office is an operating facility through which telephone communication is established between stations within a specified area.

Centrex Service: A central office based Business service provided from the Telephone Company's suitably equipped digital central office facilities.

Channel: A Channel is the electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.

Connecting Company: A corporation, association, firm, or individual, owning and operating one or more central offices and with whom traffic is interchanged.

Construction Charge: A separate charge made for construction of pole lines, circuits, facilities, etc., to compensate the Company for unusual costs of providing service and not supported by existing rate schedules.

Customer: (See Subscriber)

Demarcation Point: The point of interconnection between the Utility's facilities and the wiring at a customer's premises. Customers are responsible for all inside wiring on the customer's side of the demarcation point which is located in the Utility's Standard Network Interface equipment.

Digital Channel Service (DCS): The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

Directory Assistance Call Completion (DACC): Allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

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DEFINITION OF TERMS

Directory Listing: The publication in the Telephone Company's directory of information relative to the subscriber's telephone numbers, by which the telephone users determine the telephone number of a desired station.

Enhanced Lifeline Service/Tribal Lands: Additional federal Lifeline and Tribal Link Up assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial service charges and line extension costs associated with the initiation of service for those individuals.

Exchange Service: The general telephone service rendered in accordance with individual Local Exchange Tariff and General Exchange Tariff provisions. Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Local or General Exchange Tariffs.

Extended Area Service: Exchange service between different contiguous exchange areas whereby the subscribers of one exchange may call and be called by the subscribers of the other exchange or exchanges without specific message toll charges but at a fixed monthly rate.

Extension Line: A circuit connecting an extension station with the telephone circuit to which the main station is connected.

Extension Line Mileage: (See Mileage)

Foreign Exchange Mileage: (See Mileage)

Foreign Exchange Service: Exchange service furnished by means of a circuit connecting a subscriber's facilities with a central office outside of the exchange area in which the service is located.

General Use Pole Line: The poles, wire, cable, etc., used to furnish facilities for telephone service to more than one subscriber.

Household: Immediate family or group of individuals living together and having its own cooking facilities and living quarters.

Individual Line Service: A classification of exchange service, which provides for a maximum of one subscriber per line.

DEFINITION OF TERMS

Joint User: The person, firm or corporation who shares a customer's service under a specific contract and in accordance with tariff provisions but who would not otherwise be entitled to such joint use.

Joint-User Service: The service furnished to a joint user.

Lifeline Telephone Service: Service which provides a credit on residence network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

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Listing: (See Directory Listing)

Local Private Line: A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

Local Message: (See Message)

Maintenance Service Charge: The charge applicable for each visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to customer-provided or maintained facilities.

Message: A communication between two communicating devices. Messages may be classified as follows:

- A. Local Message: A communication between facilities within the same local service area.
- B. Toll (Long Distance) Message: A communication between facilities in different exchange areas for which a toll charge is applied.

(L) Material relocated to Sheet No. 7.

(N)

DEFINITION OF TERMS

Mileage: The measurement which is the basis of rates charged for the use of circuits furnished by the Telephone Company. The various classes of mileage are as follows:

- A. Extension Line Mileage: The measurement applying to that portion of an extension line in excess of the length provided by the Telephone Company without additional charge.
- B. Foreign Exchange Mileage: The mileage applied in establishing the rate for a customer receiving Foreign Exchange Service.
- C. Tie Line Mileage: The mileage applied in establishing the rate for a tie line.

Move: A change in the location on the same premises of the customer's equipment, which does not involve changes in the class or grade of service or the rate charged for service furnished.

Network Control Signaling: The transmission of signals used in the telephone company's exchange facilities which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Party Line Service: A classification of exchange service which permits the connection of two or more subscribers on the same central office circuit.

Pole Line: The poles, wire, cable, etc., comprising facilities for the furnishing of telephone service.

Premises: All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

DEFINITION OF TERMS

Private Line:

- A. For intraexchange private line - See Local Private Line.
- B. An interexchange private line consists of interexchange channels furnished to a customer for private use and may not be connected for exchange or toll usage.

Private Property Construction: Pole lines placed on private property to furnish facilities for the providing of telephone service.

Private Radio BROADCASTING: The transmission of voice messages from a privately owned and operated radio transmitter site to select individuals or business firms.

Public Radio BROADCASTING: Any type of radio programming prepared for transmission to the general public.

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Ringling: The term "ringling" refers to the method of signaling a customer's station and may be considered in three classes:

- A. Code Ringing: A method of signaling on party lines whereby bells at all stations are operated when any one station is signaled, the signals for the respective station being distinguished by a code made up of a combination of short and long rings.
- B. Selective Ringing: A system of signaling on party lines which permits each station to be signaled without operating bells at the other stations on the line.
- C. Semi-selective Ringing: A system of signaling on party lines whereby the bells of only a portion of the stations are operated when one station is signaled.

(D) Public Telephone Service has been deregulated.

DEFINITION OF TERMS

Rural Line Service: A type of party line service furnished the subscribers in certain sections outside the Base Rate Areas, the facilities being owned and maintained by the Telephone Company, except that in some cases the subscriber may be required to bear a part of the excessive construction cost of providing service.

School-to-Home Service: An arrangement of equipment which provides communication facilities between home-bound students and school classrooms.

Selective Ringing: (See Ringing)

Service Charge: A charge made to a subscriber for the purpose of reimbursing the Telephone Company for its expenses in connecting facilities at subscriber's premises. (T)

Service Line: A subscriber line owned by the subscriber or group of subscribers and connecting to company-owned facilities at the Base Rate Area boundary.

Standard Network Interface (SNI): A registered interface device specified by the F.C.C. Registration Program, Part 68, for the purpose of connecting the Utility's facilities with those of the customer. All inside wiring on the customer's side of the SNI is the customer's responsibility.

Station Instrument: A telephone set used to enable a subscriber to establish a communications connection through the Utility's facilities.

Subscriber: A person who has contracted for and is receiving telephone service.

Supplemental Contract: A contract for service or facilities in addition to that provided for under the original contract.

DEFINITION OF TERMS

Suspension of Service: A temporary discontinuance of service without terminating the contract or removing the telephone equipment from the subscriber's premises. Suspension of service may be divided into two general classifications as follows:

- A. At Subscriber's Request ¹: Temporary suspension of service at subscriber's request. (C)
- B. Initiated by Company: Temporary suspension for nonpayment of service charges either local and/or toll.

Telephone Number: A designation assigned to a subscriber's access line for convenience in operating. Telephone numbers may include the name of the central office.

Termination Charge: A charge made to a subscriber upon termination of a contract for service before the expiration of the contract period.

Tie Line: (See Private Branch Exchange)

Toll Service: Toll message telephone service is that of furnishing facilities for communication between telephone stations located in different local exchange areas not provided with Extended Area Service.

Touch Tone: Touch Tone calling service provides for the origination of telephone calls through the use of telephones equipped with tone generators.

Tribal Link Up: A discount program for Tribal Land low-income households A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

GENERAL RULES AND REGULATIONS

I. INTRODUCTION

- A. The tariffs governing the furnishing of exchange service and facilities by the Telephone Company and their use by its customers are designed as General Exchange Tariffs and Local Exchange Tariffs.
- B. The General Exchange Tariff includes the rules, regulations, rates and charges for intrastate telephone service applicable uniformly in all exchanges in which the Company operates in the State of Arizona. The Local Exchange Tariff includes the rates and charges for the service and facilities furnished in a particular exchange.
- C. The rules and regulations hereby established apply uniformly in all exchanges and are, therefore, made a part of the Company's General Exchange Tariff.

II. RESPONSIBILITY OF THE TELEPHONE COMPANY

The responsibility of the Company is limited to the furnishing and maintaining of the facilities for the transmission of information or intelligence. The Company undertakes to furnish and maintain in proper working order such facilities and it does not relay, interpret, or transmit the information or intelligence.

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent upon its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

III. LIABILITY OF THE TELEPHONE COMPANY

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the subscriber shall in no event exceed an amount equal to the proportionate charges to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in the transmission occurs.

GENERAL RULES AND REGULATIONS

IV. CONTRACT FOR SERVICE

- A. Application for service shall be made on the standard form provided by the Telephone Company for such purposes. Acceptance of such application by authorized agents or employees of the Telephone Company or the establishing of service covered by such application shall constitute a contract between the customer and the Company.
- B. Requests by customers for additional service or facilities in connection with the original contract may be made verbally.
- C. Terms and conditions of such contracts are subject to the rules and regulations in this General Exchange Tariff and the Local Exchange Tariffs for the exchange or exchanges in which service is furnished.
- D. The Telephone Company's obligation to furnish service to an individual subscriber is dependent upon the Company's ability to secure and retain suitable rights for the construction and maintenance of the necessary facilities.
- E. Any general change in rates, rules or regulations shall act as a modification of the contract.
- F. Unless otherwise specified, the minimum term for which service will be furnished is one month.
 - 1. In those situations where it is necessary to construct facilities to an area where, in the best judgment of the Telephone Company, service will be retained for a temporary period, the Telephone Company may require the customer to execute a standard future or initial payment contract requiring that service shall be retained for a period longer than one month. The minimum term for which service will be furnished will be dependent on the amount of construction involved.

GENERAL RULES AND REGULATIONS

IV. CONTRACT FOR SERVICE (Continued)

- G. Failure of the subscriber to comply with the Rules and Regulations as contained in the Company's General and Local Exchange Tariffs, abandonment of the service or nonpayment of any charges due constitute termination of the contract, and the Company may discontinue service and remove its facilities.

V. OWNERSHIP AND MAINTENANCE OF COMPANY OWNED FACILITIES

- A. Facilities on the premises of the subscriber, furnished by the Telephone Company, are the property of the Telephone Company; and its agents and employees shall have the right of ingress and egress at any reasonable hour for the purpose of installing, inspecting, repairing, rearranging or upon termination of the contract, or removing such facilities.
- B. All installation, rearrangement, removal, maintenance and repair of facilities and services furnished by the Telephone Company's Tariffs, are the responsibility of the Telephone Company and shall be performed by its agents or employees. In case of damage, loss or destruction of any of the Company's facilities due to the negligence or willful act of the subscriber and not due to ordinary wear and tear or to fire or other causes beyond control of the subscriber, the subscriber shall be responsible for the cost of replacement or restoration to original condition.

VI. CUSTOMER PROVIDED EQUIPMENT

In accordance with FCC Docket 19528, Customer provided telephone equipment complying with the provisions of Part 68, of the Federal Communications Commission's Rules and Regulations, may be connected to the lines of the company as specified in such Rules and Regulations. The company is not responsible for the maintenance, repair or performance of customer provided equipment.

GENERAL RULES AND REGULATIONS

VII. DEFACEMENT OF PREMISES

The Telephone Company is not liable for any defacement of or damages to the premises of a subscriber, resulting from the attachment of the Telephone Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

VIII. USE OF SERVICE BY SUBSCRIBER

A. The service is furnished only to the subscriber who has contracted for it, to members of his household or to his employees in case of business service. Except as provided in this Company's Tariffs, the service or facilities furnished by the Telephone Company shall not be used for any purpose for which a payment or other compensation shall be received by the subscriber from any other person, firm, or corporation for such use or in the collection, transmission or delivery of any communication for others. The contract or any rights acquired thereunder by the subscriber may not be assigned or in any manner transferred.

B. Service and facilities will not be furnished, or if being furnished will be discontinued, if any law enforcement agency, acting within its jurisdiction, advises that such service is being or will be used in violation of the law.

C. The local service furnished a customer shall be classified as business or residence, dependent upon the predominant use made of it.

1. Business

When the use of the service is primarily or substantially of a business, professional, institutional, fraternal, educational, or other occupational nature, it is classified as business service and business rates apply. This includes service in:

a. Offices, stores, factories and all other places of a strictly business nature.

GENERAL RULES AND REGULATIONS

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

C. (Continued)

1. Business (Continued)

- b. Boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph 2 below) colleges, clubs, lodges, schools, libraries, hospitals, and private and public institutions.
- c. Any location when the listing of "office" is provided in the White Page section of the Utility's directory, or when any title indicating a trade, occupation or profession is listed (except generally accepted professional designations used in a residence listing; such as Rev., MD, DD, RN) and at any location classified under Paragraph 2 below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment. (C)
(C)
- d. A residence location when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests, is primarily or substantially of a business rather than a residential nature. (C)
(C)
(D)
|
(D)

2. Residence

When the business use, if any is incidental and the major use is of social or domestic nature, the service is classified as residence and residence rates apply. This includes service in:

- a. Private residence or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.

GENERAL RULES AND REGULATIONS

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

C. (Continued)

3. Change from Residence to Business Service

If it is found that a subscriber primarily or substantially is using residence service for business purposes, the Company shall thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residential and domestic purposes only.

D. The use of foul or profane language or the interference with the telephone service of other subscribers constitutes cause for the termination of the contract by the Company and discontinuance of service.

E. Separate households in the same building or in different buildings on the same premises, except for hotels or apartment houses with PBX service, are required to have main station service. A household is defined as the immediate family or a group of individuals living together having its own cooking facilities and living quarters.

(D)

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GENERAL RULES AND REGULATIONS

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

F. When the general telephone service to the public is impaired by a subscriber's use of the exchange telephone service, the Telephone Company shall have the right to require the subscriber to contract for additional services and facilities as are required to adequately serve the subscriber's requirements or the Telephone Company may, with proper notice, either suspend service or terminate service without suspension. (T)

G. Termination or Re-origination of Calls Received Over a Data Service (T)

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

IX. TELEPHONE DIRECTORIES

- A. Ordinarily one directory per subscriber, per issue, will be furnished.
- B. Directories of other localities, if available, will be furnished at cost upon request of the subscriber.
- C. No liability whatsoever shall be attached to or be assumed by the Company for any errors or omissions in the compiling, printing or distributing of its directories.

X. TELEPHONE NUMBERS

The ownership of all telephone numbers is vested in the Telephone Company and the Company reserves the right to change the telephone number or numbers of the subscribers' telephones, or in the central office name associated with such number or numbers, or both as the operation of the business may require.

XI. RESPONSIBILITY FOR CHARGES

The subscriber of any service furnished by the Telephone Company is responsible for the use made of such service and for any and all charges arising out of the use of such services and billed to the subscriber by the Company.

GENERAL RULES AND REGULATIONS

XII. RESTRICTED SERVICE

Restricted service or service that is restricted to local messages only is not provided.

XIII. SERVICE INTERRUPTIONS

When a subscriber's service is nonoperative for a period of 48 consecutive hours or more after the Company discovers the outage or has received a report of it, upon subscriber request, the subscriber to the service will be refunded the pro rata part of that month's charges for the number of days during which the service was not operating. The refund will appear as a credit on a subsequent bill.

The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the Company's control. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills.

XIV. SPECIAL SERVICES

A. General

Customer requests for services not covered in the General Exchange Tariffs will be filled if practicable. Any installation, construction, or monthly charges therefore will be based on costs and considered as special charges. Any such installation or construction charge is in addition to standard service charge, move or mileage charges, which may be applicable. All facilities furnished under this paragraph are owned and maintained by the Telephone Company.

(T)

B. Promotional Offerings

From time to time, the Company may waive or vary nonrecurring charges for promotional, market research, or experimentation purposes. The variable charges will not exceed those in the tariff for the same services. Customers and the State Corporation Commission will be notified of the availability and duration of such offers. The duration of such an offer will not exceed 90 days.

GENERAL RULES AND REGULATIONS

XV. ABUSE OR FRAUDULENT USE OF SERVICE

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

- A. The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or to obtain information, without payment of the charge applicable for service.
- B. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll telephone service, by rearranging, tampering with, or making connection with any facilities or the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid payment, in whole or in part, of the regular charge for such service.
- C. The use of service or facilities of the Telephone Company for call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- D. The use of profane or obscene language.
- E. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- F. Violation of Part 68 of the FCC Rules and Regulations on connection of FCC registered terminal equipment.

XVI. PAYMENT OF BILLS

The customer is responsible for payment of all exchange, toll, and other charges for service furnished and/or billable in accordance with the provisions of the filed tariffs, including charges for services originated, or charges accepted, at such facilities.

Payment of bills for telephone service shall be made at the office of the Utility or to a duly authorized collector of the Utility.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Section 10 for rates and special conditions.

(N)

(N)

GENERAL RULES AND REGULATIONS

XVI. PAYMENT OF BILLS (Continued)

Removal bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service, will be payable upon presentation. Bills for restoration of service and deposits for the establishment or re-establishment of service must be paid before service will be installed or restored. See Sections 15 and 16 for the charges and conditions applicable to service, which has been temporarily disconnected for failure to pay a bill for telephone service.

XVII. RETURNED CHECKS

When payment on any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$10.00 will apply for each returned check.

XVIII. LATE PAYMENT CHARGE

A late payment charge of 1.5 percent or \$9.00 (whichever is greater) applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5 percent or \$9.00 (whichever is greater) charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

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(l)

XIX. PARTIAL PAYMENTS

If the utility receives from a customer a partial payment for local and toll service, with no explanation of the manner in which the payment is to be applied, the utility shall apportion the payment in the ratio that the charge for local service bears to the charge for toll service. The only exception to this policy is with Lifeline Service, where partial payments are first applied to Local Service charges with the remainder applied to Toll Service charges.

GENERAL RULES AND REGULATIONS

XX. CUSTOMER INCENTIVE PROGRAM

(N)

Residence Customer Incentive Program

A. Description

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

B. Terms and Conditions

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

(N)

GENERAL RULES AND REGULATIONS

XX. CUSTOMER INCENTIVE PROGRAM

(N)

Residence Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
 - (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
 - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or

(N)

GENERAL RULES AND REGULATIONS

XX. CUSTOMER INCENTIVE PROGRAM

(N)

Residence Customer Incentive Program (Continued)

C. Rates and Charges (Continued)

1. (Continued)

- (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

Business Customer Incentive Program

A. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers. The Customer Incentive Program applies to services offered under Tariff Nos. 2, 3 and 4.

B. Terms and Conditions

- 1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

(N)

GENERAL RULES AND REGULATIONS

XX. CUSTOMER INCENTIVE PROGRAM

(N)

Business Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.

(N)

GENERAL RULES AND REGULATIONS

XX. CUSTOMER INCENTIVE PROGRAM

(N)

Business Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. (Continued)

- (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
- (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
- (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
- (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

(N)

ADVANCE PAYMENTS AND DEPOSITS

I. ADVANCE PAYMENTS

- A. Applicants for telephone service may be required to pay in advance, at the time of application, all charges for the first month of exchange service and the service charge applicable. (T)
- B. No advance payment will be required of present customers applying for additional telephone service.
- C. The amount of advance payment is credited to the subscriber's account and applied against any indebtedness under the contract.

II. DEPOSITS

- A. If it is deemed necessary by the Telephone Company in safeguarding its interests, applicants for service or present customers may be required to make a suitable deposit of an amount not to exceed one month's exchange service charges plus two months' estimated toll usage, to be applied in payment of any charges for exchange or toll service which may remain unpaid at the time service is discontinued.
- B. Service may be discontinued for failure of the customer to furnish a suitable deposit, if requested by the Company, within five (5) days after the Company has served or mailed notice to the customer requesting such deposit.
- C. Simple interest will be computed using the federal five-year Treasury note rate as reported on the first day of the calendar year by the Federal Reserve board of governors.
- D. Any balance of the deposit remaining after the termination of the contract and payment of outstanding charges will be returned to the customer with any interest that has accrued on the deposit.
- E. The deposit may be returned to the customer by the Company when it is deemed that the customer has established satisfactory credit with the Company.

ADVANCE PAYMENTS AND DEPOSITS

II. DEPOSITS (Continued)

- F. The fact that a deposit has been made in no way relieves the customer from complying with Telephone Company regulations as to payment of bill or temporary suspension or termination of contract for nonpayment of bills.
- G. Deposit requirements will be waived for Lifeline Telephone Service subscribers unless such subscriber has had a prior credit problem, or has an outstanding bill, with any local exchange carrier. Deposit requirements for Lifeline customers will also be waived if the customer adds toll blocking functionality to their line.

(N)
|
(N)

EXCHANGE TELEPHONE SERVICE

RATES

Access Line Service

	Monthly <u>Rate</u>
Business	
PBX Trunks	\$86.60
Key Lines	69.30
One Party	53.95
Customer Owned Coin Telephone	51.95
Customer Owned Coin Supervision \ Transmission	2.15
Centrex #	#
Residence	
One Party	\$18.00
FCC Interstate Offset to End User Subscriber Line Charge (SLC)	¹
Additional Federal Lifeline Support Credit – Broadband ²	\$2.75
Additional Federal Lifeline Support Credit – Voice ³	\$0.00

¹ Dollar amount is equal to the current Federal Subscriber Line charge accessed by the Company and is in lieu of a \$5.25 lifeline credit. (C)

² Broadband = service that includes qualifying broadband service. (C)

³ Voice = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2).

Centrex Service, Section 13.

EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service

1. Access Line Service is furnished with rotary service as the standard signaling arrangement. Rates for touch calling service are shown in Section 20.
2. The rates for access line service do not include a telephone set with the line.
3. Service Charges for Access Lines are located in Section 15.
4. The utility shall provide Lifeline Telephone Service to any applicant that certifies under penalty of perjury that he or she has an income that is at or below 135% of the Federal Poverty guidelines, or receives benefits from one of the programs listed below, and identifies the program or programs from which he or she receives benefits. The qualifying low-income applicant also must agree to notify the utility when that applicant ceases to participate in the program or programs.
 - Medicaid;
 - Supplemental Nutrition Assistance Program;
 - Supplemental Security Income;
 - Federal Public Housing Assistance (Section 8);
 - Veterans Pension
 - Veterans Survivors Pension

(C)
(C)
(D)

The term "applicant" as used above refers to a head of household or person in whose name the property rental agreement resides.

The utility will have the right to verify that applicants meet the eligibility requirements directly with the state agency administering the qualifying programs.

(D)
—
(D)

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

5. Lifeline Telephone Service will be subject to the following restrictions: (T)

Lifeline voice customers are charged the Residence access line rate plus the Federal Subscriber Line Charge, then receive the applicable Federal Lifeline discount on their Local bill. (C)

Optional toll blocking functionality is offered at no charge to Lifeline customers.

Service charges will be waived for changing basic local exchange service to Lifeline service.

For additional conditions for application of this service see:

Deposits in Section 3.

Service Charges in Section 15.

Suspension of Service in Section 16.

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

6. Enhanced Lifeline Service for Tribal Lands

- A. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Section 4, Sheet 2, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard) (C)
- Food Distribution Program on Indian Reservations (FDPIR) (C)

- B. If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 4, Sheet 2, the resident will receive the state support as well as the additional enhanced federal support. (C)

- C. The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges: (C)

Tribes/Reservations

Exchange

Navajo

Shiprock, Sanostee, Toadlena, Newcomb,
Naschitti, Navajo, Tohatchi, Crownpoint,
Torreon, Tse Bonito, Twin Lakes, and Pueblo
Pintado

MILEAGE RATES

RATES

	Monthly <u>Rate</u>	(D) (D)
Off Premises Mileage		
Extensions other than in the same building or residence location		
Each 1/4 mile, or fraction thereof	\$1.35	(D)

CONDITIONS

The mileage rates for off-premises extensions are applicable to the airline distance measured between the terminals of the line involved. No mileage charge applies in those cases where the terminals are in the same building.

COMPANY-OWNED LINE EXTENSION SERVICE

I. DEFINITION

- A. Company-Owned Line Extensions are furnished to subscribers in certain sections outside the Base Rate Area but within the Exchange Area with the facilities being owned and maintained by the Telephone Company.

II. APPLICATION OF RATES

- A. In addition to any applicable line extension charges outlined below, the rates for Telephone Exchange Service set forth in Section 4 apply.

III. GENERAL PROVISIONS

- A. Monthly rates are applicable to metallic (two-wire) circuits or their equal in the opinion of the Telephone Company.
- B. Line extensions shall be limited to no more than four (4) parties per line.
- C. The Telephone Company will provide, at its expense, on public highways and public roads, one-half mile of new pole for each applicant.
- D. The Telephone Company will provide, at its expense, two miles of metallic (two-wire) circuit or its equal, on existing Company pole leads per applicant.
- E. Where joint use of poles (other wire-using companies, power companies, etc.) are involved or used, the following allowance will apply:
 - 1. First circuit on joint-use poles, one-half mile allowance for each applicant.
 - 2. Additional circuits on joint-use poles, two miles for each applicant.

COMPANY-OWNED LINE EXTENSION SERVICE

III. GENERAL PROVISIONS (Continued)

- F. The allowance provided under C., D., or E. 1 and 2 are not granted to the same applicant.
- G. Line extension charge based upon costs incurred will apply for construction in excess of allowance provided above.
- H. Poles and wire along public highways and roads, whether furnished at the expense of the Telephone Company or the Subscriber, or maintained by the Telephone Company and ownership therein is vested in the Telephone Company, except that ownership of poles may be vested in some other company with which the Telephone Company has a joint-use agreement.
- I. The Telephone Company reserves the right to connect business and residence stations on the same line. No keys for the purpose of cutting off all or a portion of the line from the central office are permitted except in the case of an extension station where a key may be used for disconnecting it from the main station.
- J. Relocation of Company Facilities

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

- K. Charges Applicable for Facility Extension

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

(N)

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 6, 2019

(C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic
Call Waiting/Call Waiting ID/Cancel Call Waiting
Caller ID with Name

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.IV.C.

Basic Call Forward
*69 Call Return
*66 Busy Number Redial
Speed Call 8⁽¹⁾ or 30
3 Way Calling
Selective Call Forward

Selective Call Rejection
Selective Call Acceptance
Anonymous Call Block/Rejection

Priority Call
Call Trace

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 6, 2019 (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone Service	\$39.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

V. CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 6, 2019 (Continued)

(C)

V. CONDITIONS

- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

BUNDLED SERVICES

(D)

(D)

BUNDLED SERVICES

FRONTIER FEATURE5 PACK PACKAGE

I. GENERAL

- A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward (1) features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- B. In addition to Caller ID with Name, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting/Call Waiting ID/Cancel Call Waiting
 - *66 Busy Number Redial (T)
 - *69 Call Return (T)
 - 3 Way Calling
 - Hunting
 - Speed Call 8⁽¹⁾
- C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID with Name and Call Forward, three additional features as listed above and Basic Voice Mail.
- D. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- E. A description of services and special conditions pertaining to the features as specified in I. GENERAL, A. B. and C., preceding are listed in Section 21 of this Tariff.

* May select only one Speed Call feature.

NOTE: Customers may select their Call Forward features from the following: Call Forward Basic, Call Forward Busy and Call Forward No Answer.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER FEATURE5 PACK PACKAGE

II. RATES AND CHARGES

- A. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- B. The Company reserves the right to waive the Service Charge for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
- C. Service Charges as specified in Section 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
- D. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in I. GENERAL A., B. and C., preceding unless specifically allowed by the terms and conditions of the promotion.
- E. Frontier Feature5 Pack Package is provided at the following rates:

	Monthly Rate
1. Frontier Feature5 Pack Package and three additional features	
• Per individual business line - Includes two constants and 3 additional features as specified in I. GENERAL, A. and B., preceding.	\$11.95
2. Optional Frontier Feature5 Pack Basic Voice Mail	
• Per individual business line - Includes Frontier Feature5 Pack Package as specified in I. GENERAL A., B. and C., preceding.	\$14.95

BUNDLED SERVICES

FRONTIER CHOICES – Grandfathered as of May 6, 2019

(C)

I. GENERAL

1. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to these plans may select any or all of the following services/features for a monthly flat rate charge.
2. Frontier Choices - Enhanced Line
 - One – Single Party Residential Access line
 - Anonymous Call Block/Rejection
 - Basic Call Forward
 - Call Forward Busy
 - Call Forward No Answer
 - Call Waiting/Call Waiting ID/Cancel Call Waiting
 - Caller ID with Name ⁽¹⁾
 - Distinctive Ring
 - Selective Call Acceptance
 - Selective Call Rejection
 - Speed Call 8 ^(2, 3)
 - Speed Call 30 ⁽²⁾
 - 3 Way Calling
 - Toll Restriction
 - Priority Call
 - Voice Mail Basic
 - *69 Call Return
 - *66 Busy Number Dialing
 - 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER CHOICES – Grandfathered as of May 6, 2019 (Continued)

(C)

I. GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Call Waiting ID/Cancel Call Waiting
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ^(2, 3)
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic
- *69 Call Return
- *66 Busy Number Dialing
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER CHOICES – Grandfathered as of May 6, 2019 (Continued)

(C)

II. RATES AND CHARGES

1. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
3. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
4. Service Charges as specified in Schedule 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
5. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
6. Frontier Choices bundles are provided at the following rates:

Monthly Rate

Frontier Choices - Enhanced Line	\$37.00
Frontier Choices - Enhanced Line with Second Line	\$72.00

BUNDLED SERVICES

FRONTIER CHOICES – Grandfathered as of May 6, 2019 (Continued)

(C)

III. SPECIAL CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
3. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
5. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
6. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

I. APPLICABILITY

Applicable to one-party business customers requesting FrontierWorkssm Small Business Solutions.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing FrontierWorkssm Small Business Solutions as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. (T)

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy and Call Forward No Answer. (T)
2. Voice Mail and Message Waiting Indication
3. Frontier® dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

⁽¹⁾ The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

III. GENERAL (Continued)

B. Bundle 2 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy and Call Forward No Answer. (T)
2. Voice Mail and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

C. Bundle 3 – FrontierWorks - Enhanced Line without Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy and Call Forward No Answer. (T)

⁽¹⁾ The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

III. GENERAL (Continued)

D. Optional Services

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

1. FrontierWorkssm Select5

Choice of five of the following:

Caller ID with Name

Basic Call Forward⁽¹⁾

Call Waiting

Speed Call 8⁽²⁾ or 30

3 Way Calling

*66 Busy Number Redial

*69 Call Return

Hunting⁽²⁾

(T)

(T)

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

Caller ID with Name

Basic Call Forward⁽¹⁾

Call Waiting

Speed Call 8⁽²⁾ or 30

3 Way Calling

*66 Busy Number Redial

*69 Call Return

Hunting⁽²⁾

(T)

(T)

⁽¹⁾ In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

III. GENERAL (Continued)

D. Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

3. Citizens Conference on Demand (Non-regulated)
4. Citizens Webexchange (Non-regulated)
5. FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

IV. RATES

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles. (T)
- B. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge. (T)

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

(N)

IV. RATES (Continued)

E. Monthly Rates

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail	\$84.00	\$82.00	\$78.00
Bundle 2 - Frontier Works – Enhanced Line with Second Line	\$142.00	\$138.00	\$134.00
Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail	\$52.45	\$52.45	\$52.45
	<u>Monthly Rate</u>		
FrontierWorks sm Select5	\$ 9.95		
FrontierWorks sm Select5 With Voice Mail	\$ 12.95		

V. CONDITIONS

- A. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.

(N)

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

(N)

V. CONDITIONS (Continued)

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

(N)

BUNDLED SERVICES

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

(N)

V. CONDITIONS (Continued)

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

(N)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS

I. APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Business Connections.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forward, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

(T)

A. Bundle 1

1. One Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

(T)

(T)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

B. Bundle 2

1. One Business Access Line, including Call Forward, and Caller ID with Name (T)
2. Voice Mail – Frontier Business Deluxe
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

C. Bundle 3

1. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name (T)
2. Voice Mail – Frontier Business Deluxe (T)
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated).

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

D. Bundle 4

1. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name (T)
(T)
2. Voice Mail – Frontier Business Deluxe
3. Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

E. Bundle 5

1. Two Business Access Line, including Call Forwarding and Caller ID with (T) Name
2. Voice Mail – Frontier Business Deluxe
3. Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes plus a Wireless Router (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

F. Bundle 6

1. Two Centrex lines, including the following features.
2. The included features are:
 - Basic Call Forward (T)
 - Call Transfer
 - Caller ID with Name (T)
 - Hunting
 - 3 Way Calling (T)
 - Abbreviated Dialing (Where Available)
3. Voice Mail – Frontier Business Deluxe
4. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

G. Bundle 7

1. Two Centrex lines, including the following features.

Basic Call Forward (T)

Call Transfer

Caller ID with Name (T)

Hunting

3 Way Calling

Abbreviated Dialing (Where Available) (T)

2. Voice Mail – Frontier Business Deluxe

3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (non-regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)

5. White Page Bold Ad (Non-regulated)

6. Two-Line Business Set (Non-regulated)

7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. GENERAL (Continued)

H. Optional Services

1. The following services may be added to Bundles 1-5 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Call Waiting ID/Cancel Call Waiting

Speed Call 8 ⁽¹⁾ or 30

3 Way Calling

*69 Call Return

*66 Busy Number Redial

Hunting

Basic Call Forward

(T)

(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Call Waiting ID/Cancel Call Waiting

Speed Call 8 ⁽¹⁾ or 30

*69 Call Return

*66 Busy Number Redial

Basic Call Forward

(T)

(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

IV. RATES (Continued)

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles. (T)
- B. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- D. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Charge.
- E. Monthly Rates (T)
1. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$114.99	\$109.99	\$99.99
Bundle 2	\$159.99	\$149.99	\$139.99
Bundle 3	\$174.99	\$164.99	\$154.99
Bundle 4	\$224.99	\$209.99	\$199.99
Bundle 5	\$244.99	\$229.99	\$219.99
Bundle 6	\$189.99	\$179.99	\$169.99
Bundle 7	\$239.99	\$224.99	\$209.99

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

IV. RATES (Continued)

E. Monthly Rates (Continued)

C5 Monthly Rates (Continued)

2.	Optional Features	Monthly Rate
a.	FrontierWorks Optional Business Feature Package, per line	\$9.99
b.	Optional Centrex Features, per line	\$1.99
c.	Voice Mail:	
	Additional Voice Mail Box	\$6.99
	More than 8 Voice Mail Boxes, per Mail Box	\$3.99

V. CONDITIONS

- A. The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(N)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

V. CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
- a. The early termination liability charges shall be calculated as follows:
A Maximum Termination Liability that will be no greater than \$250 for a one year term, \$500 for a two year term and \$750 for a three year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The FrontierWorks Optional Business Feature Packages associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

(N)

(N)

BUNDLED SERVICES

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

V. CONDITIONS (Continued)

- E. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- H. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- I. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- J. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
- K. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
- L. In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.
- M. FrontierWorks is a service mark of Citizens Communications Company.

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 6, 2019

(C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service Calling
Speed Call 8 ⁽¹⁾

C. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section of this tariff.

Basic Call Forward	3 Way calling
Call Forward Busy	Speed Call 30
Call Forward No Answer	Anonymous Call Block/Rejection
Caller ID with Name	Selective Call Acceptance
*69 Call Return	Call Trace
*66 Busy Number Redial	
Call Waiting/ Call Waiting ID /Cancel Call Waiting	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 6, 2019 (Continued)

IV. RATES

A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.

B. Frontier Digital Phone 100 is provided at the following rates:

Monthly Rate

Frontier Digital Phone 100	\$18.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering ¹	9.99

(C)

V. CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

E. The bundle is offered on a month-to-month basis.

F. The bundle will appear as a single line item on the bill.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)
(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 6, 2019 (Continued)

V. CONDITIONS (Continued)

- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone 100 Service while they are away, a minimum of one month and up to nine months during a 12 period. (C)
 - 1. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 2. The applicable Service Charges listed in Section 15 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

BUNDLED SERVICES

FRONTIER ONEVOICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

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

Basic Bundle

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

Premium Feature Package

*69 Call Return	Selective Call Forward	(T)
Call Transfer	Selective Call Acceptance	
Distinctive Ring	Selective Call Block/Rejection	(T)
*66 Busy Number Redial	Speed Call 30	(T)
Priority Call	Voice Mail - Enhanced	

BUNDLED SERVICES

FRONTIER ONEVOICE (Continued)

IV. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, or one year term basis. (C)

BUNDLED SERVICES

FRONTIER ONEVOICE (Continued)

IV. RATES AND CHARGES

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. New customers will incur a non-recurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection Charges.

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

BUNDLED SERVICES

FRONTIER UNLIMITEDNM – Grandfathered as of May 6, 2019

(C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedNM service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier UnlimitedNM is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service Calling
Call Waiting/Cancel Call Waiting

C. The following enhanced features may be added to the bundle at the rates listed in the rate section of this tariff:

Basic Call Forward	3 Way Calling
Call Forwarding Busy	Speed Call 30
Caller ID With Name	Anonymous Call Block/Rejection
*69 Call Return	Anonymous Call Acceptance
*66 Busy Number Redial	Call Trace
Call Waiting/Call Waiting ID/Cancel Call Waiting	

BUNDLED SERVICES

FRONTIER UNLIMITEDNM – Grandfathered as of May 6, 2019 (Continued)

IV. RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- B. Frontier UnlimitedNM is provided at the following rates:

Monthly Rate

Frontier UnlimitedNM	\$28.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering ¹	9.99

(C)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundle is offered on a month-to-month basis.
- F. The bundle will appear as a single line item on the bill.
- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)
(N)

BUNDLED SERVICES

FRONTIER UNLIMITEDNM – Grandfathered as of May 6, 2019 (Continued)

V. CONDITIONS (Continued)

- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal ¹ Offering allows the customer to suspend the Frontier UnlimitedNM Service while they are away, a minimum of one month and up to nine months during a 12 period. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedNM bundle and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)
(N)

BUNDLED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. GENERAL

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

B. Basic Bundle

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

III. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

¹ This Service offering is limited to existing subscribers.

(N)

BUNDLED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018
(Continued)

(C)

III. CONDITIONS (Continued)

- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. At the end of the one or two year term, customers will be moved to the month to month pricing.

IV. RATES AND CHARGES

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

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

¹ This Service offering is limited to existing subscribers.

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – Grandfathered as of January 1, 2025

(C)

(C)

I. GENERAL

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

Basic Bundle

Local Exchange Network Access Line
Unlimited Extended Area Service

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward

Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

II. CONDITIONS

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

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued) - Grandfathered as of
January 1, 2025

(C)
(C)

II. CONDITIONS (Continued)

- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- M. Stay Connected Seasonal ¹ Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued) - Grandfathered as of January 1, 2025

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering ¹	\$9.99	

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) - Grandfathered as of
January 1, 2025

(C)
(C)

I. GENERAL

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

Basic Bundle

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

Feature Package

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

II. CONDITIONS

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued) - Grandfathered
as of January 1, 2025

(C)
(C)

II. CONDITIONS (Continued)

- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- L. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 9. All other applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued) - Grandfathered
as of January 1, 2025

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering ¹	\$9.99	

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

I. GENERAL

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

Basic Bundle

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

II. CONDITIONS

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

(N)

BUNDLED SERVICES

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

II. CONDITIONS (Continued)

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

III. RATES AND CHARGES

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

Monthly Rate

Frontier Residential Unlimited Voice Service	\$20.00
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(N)

BUNDLED SERVICES

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

I. GENERAL

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

Basic Bundle

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

II. CONDITIONS

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

(N)

BUNDLED SERVICES

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

II. CONDITIONS (Continued)

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

III. RATES AND CHARGES

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

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

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered as of January 1, 2025

(C)

I. GENERAL

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call ID with Name
Call Waiting/Call Waiting ID/Cancel Call Waiting

Feature Package

3 Way Calling	Call Forward No Answer
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾ or 30
*69 Call Return	Call Forward Busy
Anonymous Call Block/Rejection	Selective Call Rejection
Basic Call Forward	Priority Call
Basic or Deluxe Voicemail	

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS (Continued) – Grandfathered as of January 1, 2025 (C)

II. SPECIAL CONDITIONS (Continued)

- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- L. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS (Continued) – Grandfathered as of January 1, 2025

II. SPECIAL CONDITIONS (Continued)

L. (Continued)

- E. The cost of the service includes the Subscriber Line Charge.
- F. This service does not change any other terms and conditions of the product.
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials	\$21.99	
Feature Package	\$7.49	
Stay Connected Seasonal Offering ¹	\$9.99	(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED – Grandfathered as of January 1, 2025

(C)

I. GENERAL

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾
*66 Busy Number Redial	*69 Call Return
Call Waiting/Call Waiting ID/Cancel Call Waiting	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

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

II. SPECIAL CONDITIONS

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

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (Continued) – Grandfathered as of January 1, 2025 (C)

II. SPECIAL CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- K. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (Continued) – Grandfathered as of January 1, 2025

II. SPECIAL CONDITIONS (Continued)

K. (Continued)

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The Federal Subscriber Line Charge is included in the monthly rate.
9. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering ¹	\$9.99	

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS) – Grandfathered as of January 1, 2025

(C)

I. GENERAL

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Caller ID with Name
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾
*66 Busy Number Redial	*69 Call Return
Call Waiting/Call Waiting ID/Cancel Call Waiting	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Call Waiting	3 Way Calling
Call Forward No Answer	Priority Call
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward Busy	Selective Call Rejection

II. SPECIAL CONDITIONS

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

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS – Grandfathered as of January 1, 2025

(C)

II. SPECIAL CONDITIONS (Continued)

- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- L. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS – Grandfathered as of January 1, 2025

II. SPECIAL CONDITIONS (Continued)

L. (Continued)

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The Federal Subscriber Line Charge is included in the monthly rate.
9. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering ¹	\$9.99	

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

EXTENDED AREA SERVICE

I. GENERAL

A. Extended Area Service will be provided without message or toll charges between the following exchanges:

1. The Company's Tse Bonito and Window Rock, AZ Exchanges.

DIRECT INWARD DIALING SERVICE (DID)

I. DESCRIPTION

Direct Inward Dialing (DID) Service is a central office service that provides in-dialing from the exchange and toll network directly to the station lines associated with customer premises equipment without intervention from an attendant. Service is provided in combination with one-way PBX trunk access lines.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

1. DID service is offered only from exchange areas served by the Utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.

B. TRUNK CONNECTIONS

1. The following conditions apply to the PBX trunks used to provide DID service:
 - a. Trunks are equipped for one-way service and all trunks in a trunk group providing DID service must be equipped for DID service.
 - b. The customer must subscribe to a sufficient number of trunks to insure traffic service standards as determined by the Utility.
 - c. When PBX trunks other than trunks equipped with DID are furnished to a customer, those trunks must be in a separate trunk group.

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

C. DID SERVICE TELEPHONE NUMBERS

1. The following conditions apply to the DID service telephone numbers:
 - a. Telephone numbers and the sequence of numbers assigned is at the discretion of the Utility.
 - b. DID service is offered in a minimum block of 25 numbers. After the minimum block of 25 is reserved, additional numbers may be ordered. Customers may place numbers in reserve for future growth at the rates shown under III., Rates, following. Since DID service does not require the use of sequential numbers, it is not necessary to reserve numbers for future growth unless sequential numbers are desired.
2. Directory listings are furnished subject to the Rates and Conditions for business additional listings as found in Section 14 of this tariff. Customers are responsible for timely notification of changes, additions and deletions of numbers to meet the schedule requirements of the Utility's directory.

D. CONNECTIONS

1. General

Customer-provided terminal equipment will be connected to DID service provided by the Utility in accordance with the following:

- a. All connections must be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

1. General (Continued)

a. (Continued)

for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with DID service, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operations of equipment and facilities provided by the Utility.

2. Responsibility of the Customer

- a. DID service is available under this tariff for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment or systems provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services. Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.

DIRECT INWARD DIALING (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

2. Responsibility of the Customer (Continued)

b. The customer is responsible for:

1. Compatibility of the connected terminal equipment or systems and the DID service.
2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment or systems which are connected to DID service.
3. Placing all orders and payment of all charges for service(s) offered herein.
4. Providing in a manner satisfactory to the Utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.
5. Compliance with all Utility regulations included in the General Exchange Tariff.
6. Intercept of calls dialed to unused reserved telephone numbers.

DIRECT INWARD DIALING (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility of the Utility

- a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or systems are connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such DID service. Subject to this responsibility the Utility shall not be responsible for:
 - 1. The through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission, or
 - 2. The reception of signals by such equipment or systems, or
 - 3. Damage to terminal equipment or systems provided by the customer due to testing.
- b. The Utility shall be indemnified and saved harmless by the customer against:
 - 1. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
 - 2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and

DIRECT INWARD DIALING (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility of Utility (Continued)

b. The Utility shall be indemnified and saved harmless by the customer against: (Continued)

3. All other claims arising out of any act of omission or commission of the customer in connection with the facilities provided by the Utility.

c. Special Construction

The rates and charges to provide DID service where suitable facilities do not exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide DID service, customer may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in Section 2.XIV.

E. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

a. The minimum period for which service is furnished and for which charges are applicable is one year. Suspension of service is not allowed. If service is terminated prior to expiration of minimum period, customer will be required to continue paying applicable charges for remainder of minimum period.

b. Payment is due on presentation of a bill for the service furnished.

DIRECT INWARD DIALING (DID)

II. REGULATIONS (Continued)

E. PAYMENTS AND CHARGES FOR SERVICE (Continued)

2. Move Charges

A move involves a change in the physical location of one or more DID services.

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. 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 charges for DID PBX trunk and premium charges used to provide the service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated nonrecurring charges will apply.

F. CANCELLATION FOR CAUSE

The Utility, by 10 days written notice to the customer, may discontinue furnishing of DID service without incurring liability upon:

1. Nonpayment or failure to make payment arrangement of any sum due the Utility or
2. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

DIRECT INWARD DIALING (DID)

II. REGULATIONS (Continued)

G. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Section 15 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

H. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Section 2.XIII.

III. RATES

The rates and charges specified in this section apply for all services involving DID service.

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
A. DID SERVICE		
1. PBX Trunk, per trunk	¹	\$86.60
2. DID Premium Service, per trunk	\$223.00	40.00
Total per trunk		126.60
B. DID TELEPHONE NUMBERS		
1. 25 DID numbers or less	28.00	2.50
2. Charge for activation of reserved DID numbers subsequent to initial installation.	28.00	None

¹ Business service charges in Section 15 apply.

(T)

MISCELLANEOUS SERVICE

LOCAL PRIVATE LINES

	Monthly <u>Rate</u>
Leased (Voice Grade) Metallic Circuit	
Circuit termination, each	\$2.50
Circuit mileage, each 1/4 mile	1.25
Automatic Ringdown Circuit	11.60

TIE LINES

Between points in different buildings on the same premises, per 300' or fraction thereof	1.25
Between points not on the same premises, per 1/4 mi. or fraction thereof	1.25

CONVENIENCE FEE

I. GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

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

II. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	
Convenience Fee, per occurrence	\$10.00	(I)

MISCELLANEOUS SERVICE

DIGITAL BILLING

(T)

I. GENERAL

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

(C)

(C)

II. RATES AND CHARGES

(T)

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00

(N)

(N)

(T)(I)

DUPLICATE BILL CHARGE

(L)

I. GENERAL

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

II. RATES AND CHARGES

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

(L)

Material relocated from Sheet No. 12.

(N)

MISCELLANEOUS SERVICE

BUSINESS TRAFFIC STUDY SERVICE

I. APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

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

IV. RATES AND CHARGES

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

V. REGULATIONS

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

(T)

MISCELLANEOUS SERVICE

N11 SERVICES

(N)

I. APPLICABILITY

N11 Service is a three-digit local dialing arrangement available in specified areas for the delivery of information services via voice grade facilities. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

N11 Code	<u>Purpose</u>
211	Allows access to community information and referral services. Assigned by the FCC.
311	Allows access to non-emergency police and government services. Assigned by the FCC.
411	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC.
511	Allows access to traveler information services. Assigned by the FCC.
611	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.
811	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.
911	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.
011/111	Not available. "0" and "1" are used for switching and routing purposes.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in this tariff.

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

III. RATES AND CHARGES

1. A Business Service Order Charge listed in Section 15 of the tariff will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 4 of the tariff) used for transporting and terminating messages at the N11 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 811 Service are as follows:

**Nonrecurring
Charge**

- | | |
|--|-----------|
| a. Service Establishment Charge | |
| • Per Point-to Number | No Charge |
| b. Central Office Switch Activation Charge | |
| • Per Central Office Switch translated | No Charge |
| c. Number Change Charge | No Charge |

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

IV. REGULATIONS

1. N11 Service is available in the Company's territory only. To provide N11 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the N11 code.
3. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services requested in the N11 Service shall apply.
5. Directory listings may be provided for N11 under the terms, conditions, rates and charges specified in Section 14 of this Tariff.
6. Access to N11 is not available to the following classes of service:
 - 1+
 - 0+, 0-(credit card, third-party billing, collect calls),
 - 101XXXX,

In addition, operator assisted calls to the N11 subscriber will not be completed.

7. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
8. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 21 of this Tariff.

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

IV. REGULATIONS (Continued)

9. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the New Mexico Public Regulation Commission.
11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
13. This service is available only where facilities are available and technically feasible.
14. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing N11.

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

IV. REGULATIONS (Continued)

15. N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of libel and slander.
- d. Suspension of N11 Services is not allowed.
- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

IV. REGULATIONS (Continued)

15. N11 will be provided under the following conditions: (Continued)

- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

16. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- a. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
- b. The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

(N)

MISCELLANEOUS SERVICE

N11 SERVICES (Continued)

(N)

IV. REGULATIONS (Continued)

17. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Tariff. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

(N)

MISCELLANEOUS SERVICE

FRONTIER EMERGENCY CONNECT SERVICE

(N)

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

I. REGULATIONS

- This service is available where technically feasible and subject to availability of existing facilities.
- All attempted inbound calls will receive a recording saying the number is not in service.
- Customers will not be given a telephone number of the service and no directory listing services will be available.
- The customer only has the following dialing options:
 - 911 and
 - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
 - All other calling patterns will receive re-order tone.
- The call origination telephone number (ALI information) going to the 911 center will indicate NO CALL BACK allowed.
- Applicable Non-Recurring charges may apply.
- NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

II. RATES AND CHARGES

Monthly Rate \$4.99

(N)

MISCELLANEOUS SERVICE

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Sheet No. 2.

(N)

**RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE**

GENERAL

Radiotelephone service is communication service through a land radiotelephone base station between a wire telephone and a mobile or fixed radiotelephone unit, or between two mobile radiotelephone units, or between two fixed radiotelephone units or between a mobile radiotelephone unit and a fixed radiotelephone unit.

RATES

	<u>Monthly Charge</u>	<u>Installation Charge</u>	(D) (D)
IMTS Exchange Radio Telephone Service	\$62.50	*	

* Applicable Service Charges as filed in Section 15.

RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE

AVAILABILITY OF SERVICE

It will be the policy of this Company to provide this service as required up to the limitations of available IMTS channels for the area served.

Radiotelephone service is available to mobile and fixed units equipped for such service when within range of a land radiotelephone station, subject, however, to transmission, atmospheric, terrain and like limitations. At the Utility's discretion, service may be limited to a certain number of subscribers to ensure provision of quality service. Customers denied mobile service will be allowed the opportunity to receive service as it becomes available in the order in which they originally applied.

PROVISION OF EQUIPMENT

The customer will provide the radiotelephone equipment, make the installation thereof and provide for the maintenance thereof. Further, the customer must present a valid license, issued by the Federal Communications Commission, for the specific equipment intended for use on the Utility's facilities. A photostatic copy of the license shall be retained by the Utility. The equipment required to provide this service includes the mobile transmitter, receiver, control unit, dialing and selective signaling equipment and all associated wiring, antenna and mounting brackets, plus storage battery, charging equipment and noise suppressing, if required. All equipment must be completely compatible with equipment furnished by the Utility.

The Utility reserves the right to deny service to customers if their equipment does not meet the standard specifications of the Utility, or if there is an unusually large number of troubles reported on that customer's equipment.

OBLIGATION OF CUSTOMER

The calling party (or customer) shall establish his identity in the course of any communications as often as the Utility may deem necessary.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE

OBLIGATION OF CUSTOMER (Continued)

Except as permitted by this schedule, no equipment, apparatus, circuit or device shall be attached to or connected with facilities furnished by the Utility, whether physically, by induction or otherwise. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same, to suspend the service during continuance of said attachment or connection, or to terminate the service.

Radiotelephone service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose upon payment or other compensation from any other person, firm or corporation, or in the collection, transportation or delivery of any communication for others.

RESPONSIBILITY OF THE UTILITY

In the event of an interruption of service, not caused by the negligence or willful act of the customer or by the failure of the customer's storage battery or charging equipment, the fixed monthly charges for the service and facilities rendered useless and inoperative will be adjusted on a prorata basis for the time said interruption continues beyond twenty-four hours after it is reported to or detected by the Utility. For the purpose of proration, every month shall be considered to have thirty days.

Allowances for omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such omission, interruption, delay or error, or defect in transmission prevailed.

The Utility shall not be liable for damage caused by accident or injury occasioned by the use of Radiotelephone Service when such accident or injury is not due to the negligence of the Utility.

When the lines of other telephone companies are used in establishing connection, the Utility shall not be liable for any act or omission of such other company or companies.

**CUSTOMER OWNED COIN
OPERATED TELEPHONE SERVICE**

I. GENERAL

Customer Owned Coin Operated Telephone Service (COCOTS) is a public telecommunications service offered for use with a customer provided coin telephone instrument at the request of the customer, who for the purpose of this section is defined as the party who subscribes to COCOTS.

II. RATES AND CHARGES

	Monthly <u>Rate</u>	(D) (D)
1. Customer Owned Coin Operated Telephone Service (COCOTS)		
Each Access Line	See Section 4, Sheet 1	(D)
2. Customer Owned Coin Operated Coin Supervision / Transmission	\$2.15	(D)
3. Service Charges		(T)
A. Rates and Charges contemplate only a standard business local exchange access line service installation.		(T)
B. Service Charges, as specified in Section 15 of this Tariff for standard business exchange access lines, apply in addition to all other charges specified in this Tariff for COCOTS.		(T)
C. The maximum rate which a customer can charge a user of COCOTS is the rate charged by the local Telephone Company for the same usage.		

**CUSTOMER OWNED COIN
OPERATED TELEPHONE SERVICE**

II. RATES AND CHARGES (Continued)

2. Service Charges (Continued)

(T)

- D. Where Touch-Tone Service, Custom Calling Service and/or other services are desired, charges as specified in the appropriate Sections of this Tariff are applicable for COCOTS at the same rates and charges applicable to standard business exchange access lines.
- E. Charges and rates for directory assistance calls, as provided by the Telephone Company, will be as specified in Section 23 of this Tariff for normal business service.
- F. Charges for long distance directory assistance calls, as provided by Other Common Carriers and not by the Telephone Company, will be at rates and charges specified by such Other Common Carriers.
- G. Charges and rates for intraLATA long distance message telecommunications service are as specified in Section 26 of this tariff. Charges for such long distance service, as provided by Other Common Carriers and not by the Telephone Company, will be at rates and charges specified by such Other Common Carriers.
- H. When portions of an existing public installation such as shelves, enclosures, etc. (excluding company owned instrument) are left in place and desired for the purchase by the customer of COCOTS, charges for such items will be quoted to the customer upon request.

III. RESPONSIBILITY OF THE CUSTOMER

- 1. Customer owned coin instruments shall be registered in compliance with Part 68 of the FCC Rules and Regulations, and must have the following operational characteristics:
 - A. Ability to access the Telephone Company provided operator at no charge and without using a coin.

**CUSTOMER OWNED COIN
OPERATED TELEPHONE SERVICE**

III. RESPONSIBILITY OF THE CUSTOMER (Continued)

1. (Continued)
 - B. Ability to access 911 emergency service (where available), at no charge and without using a coin.
 - C. Ability to access directory assistance.
 - D. Ability to complete local and toll calls.
 - E. Ability to accept nickels, dimes and quarters.
 - F. Ability to access all certified, interexchange carriers within the state.
2. Customers must provide within close proximity of the COCOT, instructions in both English and Spanish explaining the following items in addition to those items listed under Section 1, preceding.
 - A. Procedure for obtaining refunds.
 - B. Procedure in which to obtain coin return from the COCOT.
 - C. Procedure for accessing long distance carriers, 911 emergency service (where available), and the telephone company operator.
 - D. The telephone number of the COCOT, the customer's name, business address, and business telephone number in order for users to contact the customer to address complaints or to report repairs needed to a COCOT.

**CUSTOMER OWNED COIN
OPERATED TELEPHONE SERVICE**

III. RESPONSIBILITY OF THE CUSTOMER (Continued)

3. The customer shall be responsible for the installation, operation, and maintenance of the COCOT used in connection with this service.
4. The customer shall ensure that the COCOT complies with all applicable Federal, State and local laws and regulations concerning the use of COCOTs by disabled and/or hearing impaired persons.
5. The customer shall be responsible for the payment of charges for all local exchange services and toll messages, including local and long distance directory assistance calls, originating from or accepted at the COCOT.
6. Installation of each COCOT shall be in compliance with accepted telecommunications industry technical standards and the current National Electric Code and National Electrical Safety Code.
7. In accordance with the certification requirements of the New Mexico Telecommunications Act, all customers operating in the State of New Mexico are to be certified by the Commission prior to commencing operations. A customer shall in writing provide the Commission with the location and telephone number of all COCOTS together with the name, business address and telephone number of the customer. Unless otherwise provided by the Commission, a COCOT shall be deemed to be certificated upon receipt of such information.
8. The customer shall be responsible for the payment of a Service Call Charge as provided in Section 15 for visits by a Telephone Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided instrument-implemented private coin telephone, even if the service difficulty is reported by persons other than the customer.
9. A local exchange telephone directory shall be provided at each COCOT location.

**CUSTOMER OWNED COIN
OPERATED TELEPHONE SERVICE**

IV. SPECIAL CONDITIONS

1. COCOTS is a two-way service, with no charge imposed on incoming calls. A maximum of one customer provided instrument may be connected to any one COCOT access line.
2. Directory listings may be provided under the Tariff governing the furnishing of listings for business subscribers.
3. Where any COCOT is found to be in violation of this Tariff, the Telephone Company may take action as deemed necessary.

CENTREX SERVICE

Centrex Service is a central office based Touch-Tone service which is furnished subject to the availability of facilities, features, and central office equipment in locations determined by the Company. The services does not include any customer premise equipment.

I. GENERAL RULES AND REGULATIONS

A. DESCRIPTION OF CENTREX SERVICE FEATURES

1. The following list of features are inherent in Centrex Service:

Automatic Route Selection
Barge-In/Executive Override
Class of Service Restrictions
Code Restriction
Data Call Protection
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Distinctive Ring
Hunting
Music-On-Hold
Night Service
Paging Access
Uniform Call Distribution (UCD)

(T)

2. The following represent definitions on the inherent features:

Automatic Route Selection

With this feature, outgoing calls are automatically routed according to a predetermined order of selection, based on a traffic analysis performed periodically by the Utility to insure adequate access in each trunk group.

Barge-In/Executive Override

This feature allows a station user to gain access to a busy by flashing the hookswitch during busy tone then dialing feature code.

CENTREX SERVICE

I. GENERAL RULES AND REGULATIONS (Continued)

A. DESCRIPTION OF CENTREX SERVICE FEATURES (Continued)

2. The following represent definitions on the inherent features: (Continued)

Class of Service Restriction	This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.
Code Restriction	This feature allows restriction of specified NPA or NXX's for stations or groups of stations within a customer group.
Data Call Protection	This option protects a data call from interruption by not allowing the connection of test or busy verification circuits to the line while it is busy.
Direct Inward Dialing (DID)	This service allows for incoming calls from the exchange network to reach a specific customer group station without attendant assistance.

CENTREX SERVICE

I. GENERAL RULES AND REGULATIONS (Continued)

A. DESCRIPTION OF CENTREX SERVICE FEATURES (Continued)

2. The following represent definitions on the inherent features: (Continued)

Direct Outward Dialing (DOD)	With this service, a station user can place external calls to the exchange network without attendant assistance, by dialing the DOD access code, receiving a second dial tone, then dialing the external number.
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Distinctive Ring	A customer may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on the customer group. (T)
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Hunting	Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines.
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Music-On-Hold	This feature provides access to a customer provided audio source.
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Night Service (Fixed or Flexible)	This service provides for the handling of calls when the attendant is absent.
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CENTREX SERVICE

I. GENERAL RULES AND REGULATIONS (Continued)

A. DESCRIPTION OF CENTREX SERVICE FEATURES (Continued)

2. The following represent definitions on the inherent features: (Continued)

Paging Access	This service allows access to customer provided paging equipment to summon a particular person, using customer provided speakers located on the customer's premises.
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Uniform Call Distribution	This service allows for an even distribution of incoming calls to a listed directory number over a group of stations.
---------------------------	---

- B. Each Centrex line may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the line is installed. When a change in the arrangement is requested by the customer, the appropriate service charges as specified under Service Charges, Section 15, of this tariff apply. (T)
- C. Centrex Service is not provided in association with public telephone service.
- D. Centrex Service may be provided in association with trunks; however, lines terminating on a key or PBX system will be charged at the applicable trunk rate.
- E. Service charges as specified under Service Charges, Section 15, of this tariff apply to all station line installations, customer requested moves, changes and rearrangements performed by the Company. (T)

CENTREX SERVICE

I. GENERAL RULES AND REGULATIONS (Continued)

- F. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the Company. Such equipment must be Touch-Tone capable.
- G. Rates and charges for Touch-Tone Calling Service, as specified in Section 20 of this Tariff, do not apply for the provisions of Touch-Tone to Centrex Service.
- H. All applicable end user fees and surcharges will apply to each line.
- I. Directory Listings will be furnished subject to the rates and regulations specified under Section 14 of this tariff.
- J. Service will be provided on a month-to-month basis at the rates as specified under 13.2, Rates, following. Service for longer time periods will be available on a contract basis. The initial service period is a minimum of one month, commencing with the date of installation of the service.
- K. Regulations as specified in Section 2, General Rules and Regulations of this tariff will apply to this service.
- L. Service area is limited to manufacturer's equipment specifications.
- M. All exchange lines in a system must be served by the same central office and have the same billing arrangement.
- N. Rates listed in 13.2 following are based on the quantity of lines ordered as part of the specified service, or contract period, whichever is applicable.
- O. Customers may at any time terminate a contract for Centrex services, and in such event, the Company is entitled to receive compensation in the amount not to exceed 75% of the expected gross revenue yet to be generated during the Term of the Agreement.

CENTREX SERVICE

II. RATES ⁽¹⁾

A. Centrex Access Line (CAL), each

Minimum of 2 lines	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
2-4 lines	\$42.00	\$39.50	\$39.00	\$38.50
5-11 lines	\$30.00	\$29.50	\$29.25	\$29.00
12-24 lines	\$26.00	\$25.50	\$25.25	\$25.00
25-200 lines	\$24.00	\$23.50	\$23.25	\$23.00
201-349 lines	\$21.50	\$21.25	\$21.00	\$20.75
350-549 lines	\$20.50	\$20.25	\$20.00	\$19.75
550+ lines	\$19.50	\$19.50	\$19.50	\$19.50

B. Basic Feature Package

	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
2-200 lines	\$3.00	\$2.90	\$2.80	\$2.70
201-349 lines	\$2.75	\$2.65	\$2.55	\$2.45
350-549 lines	\$2.50	\$2.40	\$2.30	\$2.20
550+ lines	\$2.25	\$2.15	\$2.05	\$1.95

C. Business Set Feature Package

	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
2-24 lines	\$7.50	\$7.40	\$7.30	\$7.20
25-49 lines	\$6.50	\$6.40	\$6.30	\$6.20
50-74 lines	\$6.00	\$5.90	\$5.80	\$5.70
75 + lines	\$5.65	\$5.55	\$5.45	\$5.35

(1) All rates are per line per month.

CENTREX SERVICE

II. RATES⁽¹⁾ (Continued)

D. Attendant Feature Package

	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
1-3 lines	\$40.00	\$39.75	\$39.50	\$39.00
4-6 lines	\$37.00	\$36.75	\$36.50	\$36.00
7-9 lines	\$33.00	\$32.75	\$32.50	\$32.00
10+ lines	\$30.00	\$29.75	\$29.50	\$29.00

E. Enhanced Feature Package I

	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
2-200 lines	\$2.50	\$2.50	\$2.50	\$2.50
201-349 lines	\$2.10	\$2.10	\$2.10	\$2.10
350-549 lines	\$2.00	\$2.00	\$2.00	\$2.00
550+ lines	\$1.40	\$1.40	\$1.40	\$1.40

F. Enhanced Feature Package II

	<u>Per Line</u>	<u>3 year</u>	<u>4 year</u>	<u>5 year</u>
2-200 lines	\$1.75	\$1.75	\$1.75	\$1.75
201-349 lines	\$1.50	\$1.50	\$1.50	\$1.50
350-549 lines	\$1.00	\$1.00	\$1.00	\$1.00
550+ lines	\$.75	\$.75	\$.75	\$.75

G. Optional Features

- | | | |
|----|---|--------------------|
| 1. | DS-1 High Capacity Facility Termination | \$198.00 Per DS-1 |
| 2. | Station Message Detail Recording | \$225.00 Per Group |
| 3. | Authorization Codes | \$.55 Per Line |

(1) All rates are per line per month.

CENTREX SERVICE

III. FEATURE PACKAGES (CUSTOMER MAY CHOOSE ONE OF THE FOLLOWING PACKAGES PER LINE)

A. Basic Feature Package (Includes the following:)

Automatic Call Back (Ring Again)

Call Back Queuing

Call Forward

Call Pickup

Call Transfer

Call Waiting

Consultation Hold

*66 Busy Number Redial

(T)

Message Waiting

Off-Hook Queuing

Speed Call

(T)

3 Way Calling

(T)

B. Business Set Feature Package (Includes the following:)

Business Set Auto Answer Back

Business Set Automatic Dial

Business Set Automatic Line

Business Set Busy Override

Business Set Call-Back Queuing

Business Set Call Forwarding

Business Set Call Park

Business Set Call Pickup

Business Set Call Waiting

Business Set End-to-End Signaling

Business Set Feature Code Access

Business Set Group Intercom

Business Set Held Calls

Business Set Individual Business Line

Business Set Intercom

Business Set Listen on Hold

Business Set Make Set Busy

CENTREX SERVICE

III. FEATURE PACKAGES (CUSTOMER MAY CHOOSE ONE OF THE FOLLOWING PACKAGES PER LINE) (Continued)

B. Business Set Feature Package (Includes the following:) (Continued)

Business Set Malicious Call Hold
Business Set Message Waiting
Business Set Multiple Appearance Directory Number
Business Set On-Hook Dialing
Business Set Ring Again

C. Attendant Feature Package (Includes the following:)

Access to Paging
Autodial
Busy Verification
Call Hold
Call Park
Call Park Recall Timer
Call Selection
Camp-on
Code Calling Line Termination
Conference
Console Display
Console Test
Control of Trunk Group Access
Delayed Operation
Interposition Calls and Transfers
Locked Loop Operation
Lockout
Maintenance and Administration Position (MAP)
Display for Attendant Operational Measurements (OM)
Message Waiting
Multiple Console Operations
Multiple Listed Directory Numbers
Position Busy
Recall
Recorded Announcement

CENTREX SERVICE

III. FEATURE PACKAGES (CUSTOMER MAY CHOOSE ONE OF THE FOLLOWING PACKAGES PER LINE) (Continued)

C. Attendant Feature Package (Includes the following:) (Continued)

Release Upon Completion of Dialing
Secrecy
Serial Call
Speed Calling
Straightforward Outward Completion
Supervisory Console
Switched Loop Operation
Through Dialing
Timed Recall Set to Zero
Transfer
Trouble Key on Console
Trunk Group Busy/Trunk Group Access Through Special Keys
Trunk Group Busy Indication
Two-Way Splitting
Uniform Call Distribution From Queue
Wild Card Key

D. Enhanced Feature Package I ⁽¹⁾
(Includes the following:)

Call Forward - Busy
Call Forward - No Answer
Conference Six Port
Directed Call Pickup
Speed Call 30

(T)

(1) In order to obtain this feature package for any particular CAL, the customer must also subscribe to one of the following feature packages for each associated CAL: Basic, Business Set or Attendant.

CENTREX SERVICE

III. FEATURE PACKAGES (CUSTOMER MAY CHOOSE ONE OF THE FOLLOWING PACKAGES PER LINE) (Continued)

E. Enhanced Feature Package II ⁽¹⁾ (Includes the following:)

Enhanced 3 Way Calling	(T)
Intergroup Calling	
*66 Busy Number Redial (Business Set)	(T)
Message Wait Light (Single Line)	
Key Set Audio-On-Hold	
Speed Call (Group)	
Station Call Park I	

IV. FEATURE DEFINITIONS

A. Basic Feature Definitions

Automatic Call Back
(Ring Again)

This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

Call Back Queuing

With this feature, a station user encountering an all-trunk busy condition has the option of being notified when a trunk becomes idle, and then being automatically connected to the number.

- (1) In order to obtain this feature package for any particular CAL, the customer must also subscribe to one of the following feature packages for each associated CAL: Basic, Business Set or Attendant.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

A. Basic Feature Definitions (Continued)

Call Forward	The call forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.
Call Pickup	Call Pickup allows a station to answer incoming calls to another station within a defined call pickup group.
Call Transfer	A station with this feature can hold and transfer incoming, outgoing, and intragroup calls.
Call Waiting	With this feature, an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone. The called busy station may then acknowledge the incoming caller and place the existing caller on hold, then alternate between the callers, or abandon one of the calls.
Consultation Hold	Consultation Hold allows the transferring party to talk privately with the destination before transferring the call or establishing a 3 Way Conference/Transfer.

(T)

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

A. Basic Feature Definitions (Continued)

*66 Busy Number Redial	This feature enables a customer to redial the last number called by depressing a single key rather than the entire number.	(T)
Message Waiting	This feature provides indication that a message is waiting at a message center. The user will know that a message is waiting if stutter dial tone is heard on off-hook.	
Off-Hook Queuing	With this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off-hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.	
Speed Call	This feature allows a user to place calls to a previously designated list of up to 10 frequently dialed numbers.	
3 Way Calling	A station is allowed to establish 3 way conference calls beyond the limits of the transfer type defined for the customer group.	(T)

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

B. Business Set Feature Package Definitions

Business Set Auto Answer Back	The Auto Answerback feature, when implemented on a Business set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after four seconds of ringing.
Business Set Automatic Dial	The Automatic Dial (AUD) feature allows a Business Set station user to call a frequently dialed number by depressing the assigned feature key.
Business Set Automatic Line	Business Set Automatic Line (AUL) is a directory number (DN) feature that may be assigned to individual DN appearances on a Business Set station, including the primary DN.
Business Set Busy Override	Busy Set Override allows a Meridian Set to gain access to a busy station by pressing the busy override key.
Business Set Call-Back Queuing (CBQ)	With this feature, a Business Set user encountering an all-trunk-busy condition has the option of being notified when a trunk becomes idle.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

B. Business Set Feature Package Definitions (Continued)

Business Set Call Forwarding	This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.
Business Set Call Park	This feature provides a Business Set user with the capability of parking a call to a specific directory number.
Business Set Call Pickup	This feature allows a station to answer calls incoming to another station within a predetermined call pickup group.
Business Set Call Waiting	An incoming call encountering a busy Business Set station receives audible ringing, while the called station user receives call waiting notification.
Business Set End-to-End Signalling	This feature provides the ability to outpulse Dual-Tone Multi-Frequency digits while active on a call.
Business Set Feature Code Access	Feature Code Access provides an alternate method of accessing Business Set features, other than through the use of feature keys.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

B. Business Set Feature Package Definitions (Continued)

Business Set Group Intercom	Group Intercom (GIC) is a service feature that enables a customer to terminate, using abbreviated dialing, on a member of a predesignated group.
Business Set Held Calls	This feature allows a Business Set user to hold an established call on any DN on the Business Set.
Business Set Individual Business Line	The Private Business Line allows the Business Set subscriber the appearance of a POTS line as one of the Directory Number (DN) keys on the set.
Business Set Intercom	The intercom feature allows a customer to directly terminate on a predesignated set by depressing the intercom key on the Business Set.
Business Set Listen on Hold	This feature allows a Business Set user to place a called party on hold and listen through the speaker.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

B. Business Set Feature Package Definitions (Continued)

Business Set Make Set Busy	The Make Set Busy (MSB) feature allows directory number (DN) to be made busy to incoming calls.
Business Set Malicious Call Hold	The Malicious Call Hold (MCH) feature allows a Business Set subscriber to hold a connection within the switching unit on a malicious call, enabling the call to be traced back to the originating party.
Business Set Message Waiting	This feature provides message waiting lamp indication, for suitably equipped telephone sets, indicating that a message is waiting at the message center.
Business Set Multiple Appearance Directory Number (MADN)	A Directory Number (DN) that is assigned to more than one Business Set is called a Multiple Appearance Directory Number (MADN).
Business Set On-Hook Dialing	On-Hook Dialing allows the user to originate calls without lifting the handset by pressing a DN key and dialing the desired number.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

B. Business Set Feature Package Definitions (Continued)

Business Set Ring Again

Business Set Ring Again allows a user to monitor his Meridian Business set and to notify the user when the called station becomes free.

C. Attendant Feature Package Definitions

Access to Paging

This feature allows an attendant to gain access to customer- provided loudspeaker paging equipment in order to summon a party over speakers located throughout the customer's premise. The feature also provides a preempt capability, allowing an attendant to force-release a calling party from loudspeaker access.

Autodial

This feature permits an attendant to dial frequently called numbers by pressing the Autodial feature key, which is programmed with a particular number. Pressing this key is equivalent to dialing the digits manually.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Busy Verification	This feature provides the attendant with an audible indication of trunk state (busy/idle), the directory number or trunk common language location identifier (CLLI), and the member number of the party involved in the call. Although automatic barge-in does not occur, the attendant may have the option of either barging in on a call or report that all trunks are busy and move on to the next call.
Call Hold	This feature allows an attendant to hold a call manually on the loop by pressing the hold/release key, or to hold a call automatically on the loop by pressing another loop key.
Call Park	The feature allows the attendant to park calls against any directory number in the attendant customer group.
Call Park Recall Timer	This feature provides a separate timer for each call parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Call Selection	This feature enables an attendant to answer incoming calls either as the calls are received or manually selecting a specific incoming call type.
Camp-On	This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.
Code Calling Line Termination	This feature allows an attendant to access customer-provided code-call equipment by dialing an access code and a called-party code.
Conference	With this feature, an attendant can establish a six-port conference call (not including the attendant).
Console Display	The console display assists attendants in handling calls efficiently. The display unit is built into the console, consisting of a 16 character alphanumeric display, 28 light emitting diodes (LEDs), and a 28-button keyboard.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Console Test	This feature allows an attendant or maintenance person to test the functional operations of a console i.e., lamp, key contact, buzzer, hardware, set plug-in/plug-out, KLD (working condition of the LED alphanumeric display.)
Control of Trunk Group Access	This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operation corresponding keys.
Delayed Operation	With this feature, the attendant can place a call for a calling station while the calling station waits on hook. When the called station answers, the attendant can recall the calling station by pressing the signal source key. On answering, the calling station and the called station are connected.
Interposition Calls and Transfers	This feature allows an attendant to call, speak to, and transfer a call to another attendant.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Locked Loop Operation

The locked loop operation feature allows an attendant to hold a call on a loop. It consists of two hold types, manual and automatic. When either type of hold is activated, the call does not remain physically connected to the loop, but the loop is not available for new call arrivals.

Lockout

With the lockout feature, an attendant can only reenter a call on a held loop if recalled by a station user or by automatic recall. Additionally, lockout serves to provide additional security for calls that might be held on an attendant loop for call processing purposes.

Maintenance and Administration
(MAP) Display for Attendant
Operational Measurements (OM)

MAP contains a subsystem referred to as attendant console operation measurements (ACOM). ACOM displays the console operational measurements of a subgroup within a customer group. The dynamic attendant console feature measures attendant console activities and displays current measurements of a MAP.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Message Waiting	This feature allows attendant consoles to be used as message centers for a number of station users.
Multiple Console Operations	A DMS-100 allows for the assignment of a maximum of 255 consoles. These consoles can be assigned to one large customer group or to several customer groups. Each DMS-100 also allows for the assignment of a maximum of 4,095 customer groups. Also allows for centralized attendant services for all locations on a full or part-time basis.
Multiple Listed Directory Numbers	A customer may have many listed directory numbers (DNs). To handle this efficiently, each number is assigned to a unique ICI lamp so that the attendant can answer appropriately. The only limit to the number of DN's that can be assigned is the number of available lamps and keys on the console.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Position Busy

This feature allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the position-busy state.

Recall

Recall is used for attendant-extended calls to stations served by the DMS-100. It applies to the following calls: line-to-line calls, trunk-to-line calls, line-to-trunk calls, if answer supervision is expected on the outgoing trunk. It also applies to calls held on the loop and calls that the attendant releases from the console after keying the station number or designation number. Recall provides one recall timer for Don't Answer and Call Waiting recalls, and another for camped-on recalls.

Recorded Announcement

This feature permits the routing of either originated or extended attendant calls to an announcement.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Release Upon Completion of Dialing	The attendant release feature allows an attendant to extend a call to either a Meridian Digital Centrex trunk or a POTS trunk, and then release the call after the dialing is completed and before outpulsing to the trunk is completed.
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Secrecy	This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.
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Serial Call	This feature allows an attendant to extend a call to more than one station. When a caller wants to be extended to another extension following a call to a called extension, the attendant requests the caller to stay off hook when the first call is finished. The attendant then holds the loop so that recall occurs when the called extension goes on hook. The attendant then extends the caller to the other station. In this way, the caller does not have to dial the listed directory number again.
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CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Speed Calling

This feature allows an attendant to dial frequently called numbers by pressing a speed-call key and dialing one or two digits instead of all digits in the number.

Straightforward Outward
Completion

This feature allows a station user in a customer group to have the attendant extend a call outside the customer group. The station user can remain off hook while the attendant extends the call.

Supervisory Console

This feature allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. Attendant Feature Package Definitions (Continued)

Switched Loop Operation

With switched loop operation (virtual loop concept), trunks and lines do not have direct termination on the consoles. Each console can be assigned one through six loops to provide the attendant with voice access to all calls routed to the console. However, only one call is connected to a console at any one time. The attendant is involved in the Call only for the length of time required to complete or dispose of the call. When the attendant completes a call, the call can be released from the loop, or the attendant can hold the call on the loop and make the console available for new calls, while still receiving call-status information pertaining to the held calls.

Through Dialing

This feature allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number. This feature is usually used to override station customer-group restrictions.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. ATTENDANT FEATURE PACKAGE DEFINITIONS (Continued)

Timed Recall Set to Zero	This feature allows a customer to cancel the automatic recall feature for a specific customer group by inputting a zero value for the appropriate attendant recall timers. Timers can be set from 12 through 60 seconds, in 1-second increments, on a customer group basis. They can also be set to zero to make them inoperable.
Transfer	With this feature, a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first-in, first-out basis.
Trouble Key on Console	This feature allows an attendant to indicate a problem in the handling of a particular call. A set of trouble codes, defined by the customer through datafill, allows the attendant to classify the problem as belonging to the most appropriate customer-defined category.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. ATTENDANT FEATURE PACKAGE DEFINITIONS (Continued)

Trunk Group Busy/ Trunk Group
Access Through Special Keys

This feature provides special keys to serve as a common interface for trunk group busy indication and trunk group access control for all trunk groups allocated to the customer group. Two feature keys on the attendant console are assigned to this feature. The customer-group trunk-group busy key provides trunk-group busy queries for any trunk group allocated to the customer group. The group trunk access control key allows an attendant to toggle the trunk access control (TAC) of any trunk allocated to the attendant subgroup. When the console is assigned a wildcard key, the customer-group trunk access control functions can be assigned to that wildcard key.

Trunk Group Busy Indication

This feature allows trunk group status to be d

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

C. ATTENDANT FEATURE PACKAGE DEFINITIONS (Continued)

Two-Way Splitting

This feature allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and the destination as required. Either the source or the destination can be excluded; both cannot be excluded simultaneously.

Uniform Call Distribution
from Queue

This feature provides for a uniform distribution of calls from the attendant queue to a group of consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

Wild Card Key

An attendant may use the wildcard key to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the wildcard key, with the exception of ICI.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

D. ENHANCED FEATURE PACKAGE I DEFINITIONS

Call Forward	Allows a Centrex customer to have incoming calls to a station automatically forwarded to a predetermined telephone number when the called station line is busy.	
Call Forward No Answer	Allows a Centrex customer to have incoming calls automatically forwarded to a predetermined telephone number after a predetermined number of rings.	(T)
Conference Six Port	This feature provides a six party conference bridge.	
Directed Call Pickup	Allows a Centrex station to pick up a call directed to another member of the group by dialing a code and the directory number of the called station.	
Ring Again	Allows a Centrex station encountering a busy station to be notified when the busy station becomes idle.	

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

D. ENHANCED FEATURE PACKAGE I DEFINITIONS (Continued)

Speed Call 30	Allows a Centrex station user to place calls to a list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to thirty frequently called numbers. This feature is incompatible with Speed Call 8 ⁽¹⁾ and Group Speed Call.	(T) (T)(C)
---------------	--	---

E. ENHANCED FEATURE PACKAGE II DEFINITIONS

Enhanced 3 Way Calling	Allows a non-controlling party on a 3 way call to add another conferee to the call. This in effect links two or more three-way conference bridges together.	(T) (T)
Intergroup Calling	Allows Centrex users in different customer groups to call each other by using abbreviated dialing.	
*66 Busy Number Redial	Enables Centrex users to redial the last number called by pressing a single key.	(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

E. ENHANCED FEATURE PACKAGE II DEFINITIONS (Continued)

Message Wait Light (Single Line)	This provides a single line set (not a business set) with a visual indicator that a message is waiting to be retrieved. This requires a line card within the central office and is an alternative to the stutter dial tone.
Key Set Audio-On-Hold	Allows a recorded audio source to be applied to calls placed in a temporary hold status.
Speed Call - Group	Allows a list of frequently called numbers to be set up for a Centrex customer group to allow Centrex members to place calls by dialing fewer digits than the complete directory number.
Station Call Park I	Allows a Centrex user to park a call against its own directory number. The parked call is retrieved from a station by dialing a feature access code and the directory number against which the call is parked.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

F. OPTIONAL FEATURES

DS-1 High Capacity Facility
Termination

Provides an arrangement that allows for termination of a DS-1 (1.544 Mbps) high capacity circuit on the Centrex system to interface with an IXC or to connect tie line services from another PBX or similar switching device.

Station Message Detail Recording

A call detail recording Centrex calls placed by station users. Data recorded on a per-call basis include: Caller identification, originating party and/or incoming trunk indicator, terminating party and/or outgoing trunk identifier, date and start time of call, call duration, digits dialed, Expensive Route Warning Tone identification, authorization code, and feature code identifier (when applicable). This raw data can be supplied via diskette or via modem on a scheduled basis (based on quantity) to customer. The customer can then apply this raw data into their own management information system for allocating chargebacks, usage/abuse monitoring, or future telecommunications planning.

CENTREX SERVICE

IV. FEATURE DEFINITIONS (Continued)

F. OPTIONAL FEATURES (Continued)

Authorization Codes

This feature allows the subscriber to override the restrictions set to a specific Centrex line by entering an authorization/account code (having higher privileges than that Centrex line) before dialing the called number. This code can override Network Class of Service restrictions or overcome call blockage during Automatic Route Selection. An SMDR record containing the caller's authorization code will be generated.

DIRECTORY LISTINGS

I. GENERAL

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

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

(C)

(C)

DIRECTORY LISTINGS

II. COMPOSITION OF LISTINGS

(T)

1. Name

(C)

a. Business Service

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

1. The name of a subscriber
2. The name of each business enterprise, which the subscriber conducts
3. The name of a corporation, which is the parent or subsidiary of the subscriber

b. Residence Service

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

2. Designation

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

3. Address

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

(C)

DIRECTORY LISTINGS

III. TYPES OF LISTING

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

(N)

(N)

DIRECTORY LISTINGS

IV. RATES

	<u>MONTHLY RATES</u>	
	<u>BUSINESS</u>	<u>RESIDENCE</u>
1. Primary Listing	No Charge	No Charge
2. Additional Listing	\$16.00 (I)	\$5.50
3. Foreign Exchange Listing	\$6.00	\$5.50
4. Extra Lines of Information	\$15.25 (I)	\$5.50
5. Non-Listing	\$6.50	\$6.50
6. Non-Publish	\$7.00	\$7.00

DIRECTORY LISTINGS

RESERVED FOR FUTURE USE

(L)(T)

(D)

(L)(D)

Material relocated to Sheet No. 4.

(N)

SERVICE CHARGES

(T)

I. GENERAL

These charges are intended to cover the expense incurred by the Company in conjunction with the following:

- establishment of service;
- change in location of a service to other premises;
- transfer of service from one customer to another;
- reconnection of service discontinued or suspended for non-payment;
- customer requested number or name changes;

SERVICE CHARGES

II. SCHEDULE OF CHARGES

	<u>Business</u>	<u>Residence</u>	
Service Order Charge – Initial	\$17.00	\$17.00	(I)
Service Order Charge – Subsequent	\$15.00	\$14.00	
Central Office Connection Charge	\$19.00	\$18.00	
Reconnect Charge	\$35.00	\$35.00	(I)
Supersedure	\$4.75	\$4.75	
Access Line Work Charge	\$15.00	\$15.00	(I)
Tribal Link Up Credit ¹	NA	¹	
Time and Material Charges			
Minimum Time Charge:			
First 15 minutes or fraction thereof of billable time:			
Regular Hours	\$21.25	\$21.25	
Overtime Hours	\$31.90	\$31.90	
Additional Time Charge:			
Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period.			
Regular Hours	\$8.50	\$8.50	
Overtime Hours	\$12.75	\$12.75	

III. SERVICE CALL

Due to impairment of service caused by customer provided equipment or facilities:	Cost
---	------

¹ See Section 15, Tribal Link Up, IV Condition H.

SERVICE CHARGES

(T)

IV. CONDITIONS

A. Service Charges apply as follows:

(T)

1. Service Order Charge - Initial

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.

2. Service Order Charge - Subsequent

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

3. Central Office Connection Charge

(T)

Applicable for work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

4. Reconnect Charge

(T)(L)

The Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.

(T)

(T)

(T)(L)

5. Supersedure

(L)(T)

The supersedure charge applies in lieu of normal service charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type of service.

(L)

(L) Reconnect Charge relocated from Sheet No. 4.

(N)

(L) Supersedure relocated from Sheet No. 5.

|

(L) Time and Material Charges relocated to Sheet No. 4.

(N)

SERVICE CHARGES

(T)

IV. CONDITIONS (Continued)

A. Service Charges apply as follows: (Continued)

(N)

6. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

(N)

7. Time and Material Charges

(T)

Applicable for customer requested work done on a customer's premises. (See Condition E.)

(T)

8. Installment Billing

(N)

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

(N)

B. No Service Charges will apply under the following circumstances.

- when a service is taken over by a member of the same family;
- in settlement of an estate when service is assumed by a receiver or administrator of the estate;
- when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either as its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.
- when moves, rearrangements, or changes are initiated by the Company.

C. A temporary disconnection or rearrangement of a customer's telephone facilities to permit redecorating or remodeling of the premises will be considered as a move, and charges will apply.

D. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.

(L)

|

(L)

(L) Reconnect Charge relocated to Sheet No. 3.

(N)

SERVICE CHARGES

(T)

IV. CONDITIONS (Continued)

(L)

|

(L)

E. Time and Material

(T)

1. Description

Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence, business service and equipment, except as noted elsewhere in that tariffs, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.

2. Definitions

a. Billable Time and Material Charges

Time and Material spent by a Company representative on a customer's premises exclusive of work required to establish access line service.

(L) Supersedure relocated to Sheet No. 3.

(N)

SERVICE CHARGES

(T)

IV. CONDITIONS (Continued)

E. Time and Material (Continued)

(T)

3. Conditions

- a. Time and Material Charges apply, as required, in addition to other charges for services which are listed in other sections of this tariff.
- b. Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.
- c. A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.
- d. Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.
- e. Time and Material do not apply to the following work:
 - (1) To move or change a customer's service if required or initiated by the Company.
 - (2) The "from" portion of work involved in a transfer of service from one premises to another.

SERVICE CHARGES

(T)

IV. CONDITIONS (Continued)

H. Tribal Link Up

1. Residents who qualify for the Federal Communication Commission's Tribal Link Up Program receive a 100% discount, up to a maximum of \$100.00, for new service charges as outlined in Section 15, Service Charges shall apply. The discount applies on a single line at the principal place of residence for the applicant. (T)
(T)

Tribal Link Up discounts are provided to those who are eligible for one or more of the public assistance programs shown in the Lifeline Service section of this tariff (Section 4, Conditions).

In addition to the above, the applicant must self-certify that he or she is not a dependent for federal income tax purposes unless he or she is more than 60 years of age.

The subscriber will be given an option to pay for the discounted service charges in three (3) monthly installments.

Tribal Link Up may be offered more than one time per customer, provided the customer has moved to a different address. There is no limit on the number of Tribal Link Up requests per customer. (T)
(T)

SERVICE CHARGES

(T)

Reserved For Future Use

SUSPENSION OF SERVICE

CUSTOMER'S SERVICE MAY BE SUSPENDED:

For Nonpayment of Charges

Services may be suspended for failure of the customer to pay charges for toll and/or local service. The only exception to this policy is with Lifeline Service, where the customer cannot be disconnected for non-payment of Toll charges. Payment arrangements and toll blocking are available.

Service will be restored upon payment of all past-due charges and a charge for restoration will be made as set forth in Section 15. Service will be restored within a reasonable length of time after payment of all past-due charges and will be done only during regular working hours.

If service is not restored within two weeks after suspension for nonpayment, the contract may be terminated by the Telephone Company without further notice to the customer.

At Customer Request ¹

(C)

General

Temporary suspension of service will not be offered after the effective date of this tariff. Those subscribers who currently have their service temporarily suspended will be permitted to retain this service under the regulations set forth in this section.

Complete temporary suspension of service is available to customers having any grade of business or residence service, except customer-owned line service. Partial temporary suspension of service is available only to customers having private branch exchange service or key telephone service.

Temporary suspension of service may begin on any day of the month provided sufficient notice is given the company.

More than one period of suspension may be permitted in any one calendar year, provided at least on month's full service charges shall be paid between each period of suspension.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)
(N)

SUSPENSION OF SERVICE

CUSTOMER'S SERVICE MAY BE SUSPENDED: (Continued)

At Customer Request¹ (Continued)

(C)

General (Continued)

Upon sufficient notice from the customer, service will be restored during day hours except on Sundays or holidays.

Bills are rendered at the reduced rate on regular billing dates during the suspension period and should be paid in accordance with the regular collection practices of the company.

The charges for reconnection of service after temporary suspension are those set forth in Section 15.

Temporary Suspension of a Customer's Entire Service (Often called Vacation Suspension")

Temporary Suspension of a customer's entire service is available for any period of one month or more in connection with any grade of business or residence service, except customer-owned line service.

The monthly rate during the period of suspension will be 50% of regular monthly local service rates, including the rates for all associated miscellaneous services except directory advertising which will continue at the full rate.

Temporary Suspension of Part of a Customer's Service

Temporary suspension of part of a customer's private branch exchange or key telephone service is available for any period of two months or more.

A 50% reduction in rate is applicable only to such of the service and facilities which are temporarily made inoperative. Regular exchange service rates are applicable to all other services which are continued in service.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)
(N)

SUSPENSION OF SERVICE

VACATION GET AWAY SERVICE

A. General

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

B. Conditions

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

C. Rates

	<u>Recurring Charge</u>	(C)
Vacation Get Away Service	\$5.00	(I)

DISCONTINUED SERVICES

CITIZENS SELECT

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

I. GENERAL

- A. Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

B. Citizens Select

Customer subscribing to this plan may select seven (7) features from the following list:

- Basic Call Forward
- Call Forward Remote Activation
- Call Waiting/Call Waiting ID/Cancel Call Waiting
- Distinctive Ring
- Speed Call 8 ⁽¹⁾
- 3 Way Calling
- Call Return *69
- Busy Number Redial *66
- Caller ID with Name

(T)

(C)

(T)

(D)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

DISCONTINUED SERVICES

CITIZENS SELECT (Continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

I. GENERAL (Continued)

C. Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Basic Call Forward (T)
- Remote Activation Call Forward |
- Call Waiting/Call Waiting ID/Cancel Call Waiting (T)
- Message Service Center (Basic Only)
- Priority Call (T)
- Speed Call 8 ^(1, 2) (C)
- Speed Call 30 ⁽¹⁾
- 3 Way Calling (T)
- Anonymous Call Rejection
- Call Return *69 (T)
- Busy Number Redial *66
- Caller ID with Name
- Priority Call (T)
- Selective Call Rejection
- Toll Restriction

- D.** All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

⁽¹⁾ May select only one Speed Call feature.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

DISCONTINUED SERVICES

CITIZENS SELECT (Continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

II. RATES AND CHARGES

- A. Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 15 (Service Charges) of this Tariff. (T)
- B. Service Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established. (T)
- C. Service Charges as specified in Section 15 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan. (T)
- D. Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in I. General (B and C), preceding, unless specifically allowed by the terms and conditions of the promotion.
- E. Citizens Select plans are provided at the following rates.
- | | Monthly
Rate | (D) |
|--|-----------------|-----|
| 1. Citizens Select | | (D) |
| - Per individual flat rate residence line | \$26.95 | (D) |
| - Includes choice of 6 services/features as specified in I. General, B, preceding | | |
| 2. Citizens Select Plus | | |
| - Per individual flat rate residence line | 31.00 | (D) |
| - May select any or all services/features as specified in I. General, C, preceding | | |

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

I. DESCRIPTION OF SERVICE

Message center service is a central office based voice message system available to business and residence one party access line customers. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

Message center service may be established as either integrated or stand alone type mailboxes. Integrated mailboxes are provisioned with an existing local exchange line and are activated when the line is busy or unanswered after a designated number of rings. Stand alone mailboxes have separate local telephone numbers and are not provisioned with an existing local telephone exchange line. Stand-alone mailboxes are activated directly or with call forwarding.

Message center service allows the owner to create a personalized greeting for callers, provides a user tutorial, usage prompts, mnemonic commands, password security, and name confirmation upon entry into the mailbox. The Basic, Enhanced, and Premium mailboxes also provide storage of the callers' messages with time/date stamp on each message, the ability to override prompts, message forwarding to other mailboxes (if applicable), message waiting notification on mailboxes that are provisioned with a local exchange access line, and message retrieval available from any telephone.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

Message center service is offered only from exchange areas served by the Utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.

B. CONDITIONS

1. Message center service requires a dual tone multi-frequency compatible telephone set.

(N)

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

2. Calls made to local exchange telephone lines equipped with message center service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.
3. This service is available only to customers with one-party access line services.
4. The minimum period for which service is furnished and for which charges are applicable is one month. Payment is due upon presentation of a bill for service furnished.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the message center service. Credit adjustments will be made in accordance with the provisions outlined in Section 2. XIII, Service Interruptions.
6. Service Charges as set forth in Section No. 15 are applicable. (T)
7. Certain rotary hunting services may not be compatible with message center service.
8. Call Waiting service takes precedence over call forwarding to a mailbox.
9. Partitioning of message center mailboxes into sub-mailboxes does not increase the storage capacity of the message center mailbox. Partitioning subdivides the storage capacity of the message center mailbox.
10. Message center service may be provisioned to a telephone number not associated with a local exchange access line.

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

11. Message waiting notification is provided only on message center service associated with a local exchange telephone access line.
12. Some operating conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.
13. The replace lost passcode charge will be waived for "one-time-only" during the first 60 days following installation of message center service.
14. The number outdialed for pager notification or special delivery is restricted to the local calling area.
15. Directory Listings
 - a. Directory listings are furnished subject to the Rates and Conditions found in Section 14 of this tariff.
 - b. If requested, the Utility will furnish one alphabetical directory listing without charge per telephone number not associated with an access line used in conjunction with message center service. Additional listings will be offered subject to the provisions outlined in Section 14, Directory Listings.

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

16. Cancellation for Cause

The Utility, by 10 days written notice to the customer, may discontinue furnishing of message center service without incurring liability upon:

- a. Nonpayment or failure to make payment arrangements of any sum due the Utility or;
- b. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

17. Provisions covering liability of the Utility are set forth in Section 2, III. and shall apply to this service.

18. Maintenance Visit - The customer is responsible for payment of a service call, as set forth in Section 15 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

C. FEATURE DESCRIPTIONS & DEFINITIONS

- 1. **ALTERNATE ANSWER** - A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Utility.
- 2. **AUTOMATIC WAKE-UP** - This feature enables the delivery of a wake-up message to a designated local telephone number at a prespecified time. The customer may change the time and date of the wake-up message.

(N)

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

II. REGULATIONS (Continued)

C. FEATURE DESCRIPTIONS & DEFINITIONS (Continued)

3. GREETING LENGTH - The time allotted for the message a caller hears when accessing a mailbox.
4. GREETING ONLY MESSAGE CENTER - Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.
5. GROUP BROADCAST OPTIONS - This feature allows a customer to establish and send a message to a group of mailboxes simultaneously.
6. MAILBOX - The location where messages left by calling parties reside until acted upon by the customer to Message Center service.
7. MESSAGE FORWARDING - Allows caller(s) to hear the message center customer's greeting, while the incoming message is forwarded to a mailbox selected by the message center customer.
8. MESSAGE LENGTH - The maximum time, in minutes, a caller has to leave a message in mailbox.
9. MESSAGE MARKING - When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded. Urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises the caller when the recipient listens to the message and "Future Delivery", which allows customer to select the time and date that the message is to be delivered. Maximum future delivery window is 30 days.
10. MESSAGE RETENTION - The number of days a message is allowed to remain in the mailbox.

(N)

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

II. REGULATIONS (Continued)

C. FEATURE DESCRIPTIONS & DEFINITIONS (Continued)

11. MESSAGE SENDING - Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.
12. MESSAGE STORAGE - The maximum quantity of messages a user may save for subsequent retrieval.
13. MESSAGE WAITING NOTIFICATION - Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased or stored.
14. PAGER NOTIFICATION - Notifies a specific pager unit that a message is in the mailbox.
15. PARTITIONED MAILBOXES - Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.
16. PERSONAL GREETING - A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.
17. PLAYED RETENTION - The number of days a message that has been played will be allowed to remain in a mailbox.
18. WAKE-UP/REMINDER - Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

III. RATES

The rates and charges specified in this section apply for all services involving message center services.

	Monthly <u>Rate</u>	
A. Greeting Only Message Center Includes: Greeting - Up to 3 minutes	\$5.99	(I)
B. Basic Message Center Includes: Message Length 2 minutes Message Storage 15 messages Unplayed Retention 3 days Played Retention 7 days Greeting Length 30 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save	\$5.99	(I)
C. Enhanced Message Center Includes: Message Length 3 minutes Message Storage 20 messages Unplayed Retention 5 days Played Retention 10 days Greeting Length 45 seconds Time Date Stamp Give/Send/Answer (if part of a group) Message Scanning/Delete/Save Group Broadcast Distribution List	\$4.95	

DISCONTINUED SERVICES

MESSAGE CENTER SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

III. RATES (Continued)

	<u>Monthly Rate</u>
D. Premium Message Center	\$14.95
Includes:	
Message Length	3 minutes
Message Storage	30 messages
Unplayed Retention	10 days
Played Retention	17 days
Greeting Length	60 seconds
Time Date Stamp	
Give/Send/Answer (if part of a group)	
Message Scanning/Delete/Save	
Alternate Answer	
Message Forwarding	
All options listed in Section E. below	
E. Option(s)	
1. Pager Notification	\$5.00
2. Wake-up/Reminder	\$5.00
3. Group Broadcast	\$1.00
4. Partitioning/Trees	\$5.00
5. Distribution List	\$1.00
F. Miscellaneous charges:	
1. Replace Lost Passcode	\$15.00
2. Change Alternate Answer Number	\$15.00

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

I. APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

II. TERRITORY

Exchange areas of all exchanges as shown on maps filed as part of the tariff schedules.

III. REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

IV. DESCRIPTION OF SERVICE

- A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

1. Frontier Residential Essentials Voice Mail

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press * for more options.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter dial tone or visual light or both
- Voice Mail Call Fwd Busy/No Answer
- Message Scanning

2. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy No Answer
- Conditional Greetings (busy and no answer)
- Message Scanning

Note 1: Visual MWI is offered only where technically available.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Conditional Greetings (busy and no answer)
- Extended Absence Greeting
- Message Scanning
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

4. Frontier Residential Deluxe Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Conditional Greetings (busy and no answer)
- Extended Absence Greeting
- Message Scanning
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Essentials Voice Mail

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Conditional Greeting
- Message Scanning

Note1: Visual MWI is offered only where technically available.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

2. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Conditional Greetings (busy and no answer)
- Extended Absence Greeting
- Group Broadcast
- Message Scanning

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 60 messages
- Maximum Message Length: 3 minutes per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Constant Touch
- Conditional Greetings (busy and no answer)
- Extended Absent Greeting
- Multiple Greetings
- Group Broadcast
- Message Scanning

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

4. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path. Includes call forward busy and no answer.

(N)

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

5. Frontier Business Basic Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Conditional Greetings (busy and no answer)
- Extended Absence Greeting
- Group Broadcast
- Message Scanning

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer⁽¹⁾

Note 1: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

E. Frontier Business Voice Mail – Optional Applications

1. Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

2. Virtual Voice Mail

This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forwarding and the desired voice mailbox at current tariff rates.

3. Independent Voice Mail

This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for the assign a number for these voice mailboxes.

4. Constant Touch

With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once subscriber is located, subscriber is able to identify caller who is holding through information captured from caller.

5. Operator Revert

Allows a caller to press 0 during the subscriber's personal greeting and be transferred to a pre-determined number. This number could be a personal assistant, a secretary, or a switchboard operator. This number must be programmed by Frontier.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

F. Feature Descriptions

Call Answering: Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant TouchTM: This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail: Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists (Broadcast List): Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Group Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Mailbox Forwarding: Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity: The maximum number of messages a subscriber's mailbox may contain.

Message Length: The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

IV. DESCRIPTION (Continued)

F. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing: Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery: Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service: Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an "alarm/alert" from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

V. RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>	
Residential Packages		
-Frontier Essentials Voice Mail	\$11.00	(I)
-Frontier Basic Voice Mail	12.49	
-Frontier Deluxe Voice Mail	14.49	
-Frontier Deluxe Voice Mail with Subs	14.49	(I)
Business Packages		
-Frontier Essentials Voice Mail	\$6.95	
-Frontier Basic Voice Mail	10.49	
-Frontier Basic Voice Mail with Subs	12.99	
-Frontier Deluxe Voice Mail	13.99	
Business Optional Applications		
-Frontier Announcement Only	\$7.99	
-Frontier Message Routing	9.95	
Add-On Feature		
-Constant Touch with Operator Revert	\$4.50	
-Alternate ID ¹	5.00	
-Operator Revert	2.00	

¹ Per each additional set of 3 numbers.

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

V. RATES AND CHARGES (Continued)

- A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

Business Voice Mail Term and Volume Discounts

<u>Quantity</u>	<u>Tier</u>	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

The minimum charge for services provided is one month.

* Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(N)

DISCONTINUED SERVICES

VOICE MAIL SERVICE (Continued)

(N)

The following Voice Mail Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service/features. Customers on record as subscribing to these services as of September 23, 2008, will be charged the following rates(s):

VI. SPECIAL CONDITIONS

- A. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.
- B. Rotary hunting services may not be compatible with Voice Mail service.
- C. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.
- D. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.
- E. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.
- F. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.
- G. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.
- H. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE BRONZE^{*(1)}

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bronze bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line

Call Waiting/Call Waiting ID/Cancel Call Waiting

(T)
(D)

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.IV.C.

Busy Number Redial *66

(T)

Call Return *69

Basic Call Forward

(T)

3 Way Calling

|

Speed Call 8 ⁽²⁾ or 30

(T)(C)

* This bundle was previously called Frontier Digital Phone Bronze.

⁽¹⁾ This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE BRONZE*(1) (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone Bronze	\$19.99	
Digital Phone Enhanced Feature Pack	\$7.49	
Voice Mail –add on:		
• Basic Voice Mail	\$9.49	(l)
• Deluxe Voice Mail	\$9.99	(l)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

* This bundle was previously called Frontier Digital Phone Bronze.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE BRONZE*(1) (Continued)

V. CONDITIONS

- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- F. No discounts will be given to customers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. Voice Mail will be offered as an add on to this bundle.
- J. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

* This bundle was previously called Frontier Digital Phone Bronze.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

DISCONTINUED SERVICES

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

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus-2010 bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier Digital Phone Plus-2010 Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines	
Call Forward Busy/No Answer	(T)
Unlimited Extended Area Service	
Voice Mail – Residential Basic	
Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Caller ID with Name	(T)

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.IV.C.

Basic Call Forward	Selective Call Rejection	(T)
Call Return *69	Selective Call Acceptance	
Busy Number Redial *66	Anonymous Call Rejection	
Speed Call 8 ⁽¹⁾ or 30	Priority Call	(C)
3 Way Calling	Call Trace	
Selective Call Forward		(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

DISCONTINUED SERVICES

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

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of the bundle.
- C. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Plus-2010 Service	\$39.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Plus Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. The custom calling features and voice mail service included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

DISCONTINUED SERVICES

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

V. CONDITIONS (Continued)

- F. Customers may add or delete any features offered in the bundle without incurring a Service Charge. (T)
- G. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- H. The bundle is offered on a one, two or three year term.
 - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - 2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- L. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Essentials 1-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line

Unlimited Extended Area Service

Call Waiting/Call Waiting ID/Cancel Call Waiting

Caller ID with Name

Basic Call Forward

3 Way Calling

(T)

|

(T)

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7, item IV.C.

Call Forward Busy

Call Return *69

Busy Number Redial *66

Speed Call 30

Anonymous Call Rejection

Selective Call Acceptance

Call Trace

Voice Mail

Deluxe Voice Mail

(T)

|

(T)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012
(Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 15 apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 1-2010 Service is provided at the following rates:

Monthly Rate

Frontier Digital Phone Essentials 1-2010	\$28.99
Unlimited Feature Pack	\$7.49
Stay Connected Seasonal Service ¹	\$9.99

(I)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Essentials 1-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012
(Continued)

V. CONDITIONS (Continued)

G. No discounts will be given to customers that do not use all the features or have some features turned off.

H. The bundle is offered on a month-to-month basis.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

K. Stay Connected Seasonal Offering ¹ allows the customer to suspend their Frontier Digital Phone Essentials 1-2010 Service for a minimum period of one month and up to nine months during a 12-month period. (C)

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Charges listed in Section 15 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 1-2010 service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE – Grandfathered as of July 14, 2012

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone State with Essentials 1-2010 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line and Custom Calling features.

B. Basic Bundle

Flat Rate Access Line

3 Way Calling

(T)

Caller ID with Name

Busy Number Redial *66

Basic Call Forward

Call Return *69

Speed Call 8 ⁽¹⁾

Call Waiting/Call Waiting ID/Cancel Call Waiting

(C)
(T)

C. Feature Packages

The following features may be added to the bundle at the rates listed in Rates, item IV.C following.

Speed Call 30

(T)

Selective Call Acceptance

(T)

Anonymous Call Rejection

Call Trace

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone State with Essentials 1-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone State with Essentials 1-2010	\$33.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering ¹	9.99

(C)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- D. The bundles are offered on a month to month.
- E. The bundle will appear as a single line item on the bill.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

(N)

(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

V. CONDITIONS (Continued)

F. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

G. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone State with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate. (C)

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.

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

3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.

5. The Federal Subscriber Line Charge is included in the monthly rate.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line and Custom Calling features. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Call Forward Busy/No Answer
Caller ID with Name
Call Waiting/Cancel Call Waiting
3 Way Calling

Busy Number Redial *66
Speed Call 8 ⁽¹⁾
Call Return *69
10 free DA Calls

(T)
| (C)
|
(T)

C. Digital Phone Enhanced Feature Pack

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

Speed Call 30
Call Forward No Answer
Call Forwarding Busy
Selective Call Acceptance
Selective Call Rejection

(T)
|
(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Nationwide with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

V. CONDITIONS (Continued)

H. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

I. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate. (C)

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines and Custom Calling features. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines
Call Forward Busy/No Answer
Caller ID with Name
Call Waiting/Cancel Call Waiting
3 Way Calling

Busy Number Redial *66
Speed Call 8 ⁽¹⁾
Call Return *69
10 free DA Calls

(T)
| (C)
|
(T)

C. Digital Phone Enhanced Feature Pack

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

Speed Call 30
Call Forward Busy
Call Forward No Answer
Selective Call Acceptance
Selective Call Rejection

(T)
|
(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Nationwide Extra with Essentials 1-2010	\$39.99	(I)
Digital Phone Enhanced Feature Pack	\$7.49	
Stay Connected Seasonal Offering ¹	\$9.99	

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

DISCONTINUED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

V. CONDITIONS (Continued)

- H. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- I. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.
- J. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020. (N)
(N)

OPERATOR SERVICES

I. GENERAL

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered:

- (D)
- (D)
- A. Operator Assisted Station to Station (T)
- A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
- B. Collect (T)
- A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.
- C. Operator Assisted Person to Person (T)
- An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.
- D. Operator Assisted Time and Charges (T)
- A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

OPERATOR SERVICES

I. GENERAL (Continued)

E. Operator Assisted - Corrections

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

F. Billed to Third Number

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

II. RATES AND CHARGES

Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Operator Assisted Station to Station	*	(C)
Collect	*	
Operator Assisted Person to Person	*	
Operator Assisted Time and Charges	*	
Operator Assisted – Corrections	*	
Billed to Third Number	*	(C)

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

(N)
(N)

OPERATOR SERVICES

III. LIVE OPERATOR FEE

A. General

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

This fee will not apply if:

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

B. Rates and Charges

Nonrecurring Charge

Live Operator Fee, per occurrence

*

(C)

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

(N)
(N)

DIGITAL CHANNEL SERVICE (DCS)

(N)

A1 GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

A2 TYPES OF DIGITAL CHANNEL SERVICE

B1 Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

B2 Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

(N)

DIGITAL CHANNEL SERVICE (DCS)

A2 TYPES OF DIGITAL CHANNEL SERVICE (continued)

B3 Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

A3 TERMS AND CONDITIONS

B1 Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

B2 Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

B3 Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

B4 Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

B5 Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

DIGITAL CHANNEL SERVICE (DCS)

A3 TERMS AND CONDITIONS (continued)

B6 Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

B7 Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

B8 Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

B9 Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three-year plan is selected then the balance of charges for the remainder of the 3 year period apply.

B10 Temporary Suspension of Service ¹

(C)

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020

(N)
(N)

DIGITAL CHANNEL SERVICE (DCS)

A4 RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$175.00	\$560.00	\$530.00
Digital Transport Facility	725.00	240.00	220.00
DS1 Channel Mileage (1.544 Megabit/Sec)			
Fixed Per Mile	See Section No. 28	See Section No. 28	
Direct Inward Dialing Numbers	See Section No. 9	See Section No. 9	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

* Service Charges outlined in Section 15 also apply.

(T)

TOUCH-TONE CALLING TELEPHONE SERVICE

I. GENERAL

Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with tone generators. The service requires special equipment and will be furnished only where the necessary facilities are available.

II. RATES AND CHARGES - TOUCH-TONE CALLING SERVICE

Touch-Tone Service is subject to the regulations, rates, and charges applicable to other types of subscriber service. Touch-Tone rates are in addition to the basic rates and charges for the service with which the Touch-Tone Service is associated. (T)

Touch-Tone Calling Service Rates shall apply where the customer has the capability to originate calls by means of Instruments equipped for tone-type address signaling and where the special central office facilities exist. (T)

INDIVIDUAL AND PARTY LINE SERVICE	Monthly	(D)
	<u>Rate</u>	(D)
Exchange access line equipped for Touch-Tone Calling Service		(T)
Residence, per line	\$1.20	(D)
Business, per line	2.25	(D)

CUSTOM CALLING SERVICES

I. GENERAL

A. Custom Calling Services is an optional telephone arrangement which provides one or more of the following features.

1. Call Forward

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

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

c. Call Forward No Answer - this feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number. (T)

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

2. 3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. (T)
(T)

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

3. Speed Call

Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity. (T)

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

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES

I. GENERAL (Continued)

A. (Continued)

4. Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

(T)
|
(T)

5. Toll Restriction - provides the customer with local dialing capabilities but blocks any call that has a long distance or premium service charge associated.

- B. Custom Calling Service is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Services at the discretion of the Telephone Company and in accordance with regular engineering practices.

- C. The services will be provided only in connection with individual line main station service.

- D. Toll restriction is offered to individual business and residence exchange access service customers, only where facilities permit.

- E. Subscribers of Toll Restriction are responsible for collect, third number billed and credit card calls billed to this line.

- F. Toll restriction will work in combination with all other custom calling features.

- G. 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

- H. Toll restriction will block the following; 0+,0-,1+,1+555,1+8XX, 1+976 and Local Directory Assistance.

- G. Toll restriction will not block the following; 911, repair, time of day.

CUSTOM CALLING SERVICES

II. RATES

		Monthly - Per Line		Pay Per Use	
		<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
		<u>Monthly Rate</u>	<u>Monthly Rate</u>		
1.	Call Waiting/Cancel Call Waiting	\$9.25	\$19.50		
2.	Call Forward				
a.	Basic Call Forward	9.00	8.25		
b.	Call Forward Busy	9.00	7.25		
c.	Call Forward No Answer	9.00	7.25		
	Call Forward Busy/No Answer	9.00	7.25		
3.	3 Way Calling	9.25	9.50	\$3.50 ²	\$3.00 ²
4.	Speed Call 8 ¹	6.50	4.25		
5.	Speed Call 30	6.50	6.99		

(I)

6. The following monthly rates apply when two or more Custom Calling Services are furnished on the same line:

a.	Call Waiting/Cancel Call Waiting, Call Forward ¹	\$4.65	³
b.	Call Waiting/Cancel Call Waiting, Speed Call 8 ¹	4.65	³
7.	Toll Restriction	3.50	6.00

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

² The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

³ Business Customers should subscribe to the four feature package on sheet 4.

CUSTOM CALLING SERVICES

II. RATES (Continued)

		<u>Residence</u>	<u>Business</u>	
		<u>Monthly</u> <u>Rate</u>	<u>Monthly</u> <u>Rate</u>	
8.	The following monthly rates apply for feature packages ⁽¹⁾			
a.	Call Waiting/Cancel Call Waiting			(T)
	Basic Call Forward			(T)
	3 Way Calling			
	Speed Call 8 ⁽¹⁾	\$4.95	\$6.95	
	Speed Call 30	6.95	8.95	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. Anonymous Call Block/Rejection (ACR)

(T)

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

B. *66 Busy Number Redial

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

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

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

C. *69 Call Return

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

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

D. Caller ID Number Only ⁽¹⁾

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

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

E. Caller ID with Name

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

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

F. Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

G. Caller ID Blocking - per line

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

H. Call Trace

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

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

(L)

(L)

(L) Material relocated from Sheet No. 9.

(N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

I. Selective Call Rejection

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

J. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

K. Selective Call Forward

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

(T)
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(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

L. Selective Call Acceptance

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

M. Enhanced Call Forward

(T)

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

(T)

(T)

N. Distinctive Ring

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

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

O. Remote Call Forward Service (RCF)

- The preceding rates are for the Remote Call Forward (RCF) feature and are in addition to EAS charges, if applicable.
- RCF is not offered where the terminating station is a public coin telephone.
- The utility will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
 - Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
 - RCF is not suitable for satisfactory transmission of data.
 - Call Forwarding is not available as a feature at the RCF terminating station.
- Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination.
- Remote Call Forwarding is offered subject to availability of suitable facilities.
- The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:
 - A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.
 - A charge for that portion of the call from the call forwarding location to the terminating station. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.
 - To change the telephone number at the call forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the appropriate nonrecurring charges from Section 15.
 - One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

II. CONDITIONS

- A. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to single line residential and single line business customers.
- B. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- C. Operator assisted calls are designed to override the feature calls for emergency purposes.
- D. Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- E. The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and *69 Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or *69 Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and *69 Call Return or other similar services identified in this tariff.

(T)

(T)

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

III. RATES

The following charges are for the features only and are in addition to applicable charges for service.

	Monthly - Per Line		Pay Per Use	
	<i>Residence</i>	<i>Business</i>	<i>Residence</i>	<i>Business</i>
Anonymous Call Block/Rejection	\$6.00	\$6.50		
*66 Busy Number Redial	6.50	5.50	\$3.50 ¹	\$3.50 ¹
*69 Call Return	6.50	6.99	\$3.50 ¹	\$3.00 ¹
Caller ID with Name	13.00	23.50		
Caller ID Number Only ³	10.50	17.95		
Caller ID Blocking	0.00	0.00	0.00	0.00
Call Trace (Per Activation)			7.50 ²	8.00 ²
Selective Call Rejection	6.50	5.50		
Priority Call	6.50	6.00		
Selective Call Forward	6.00	6.99		
Selective Call Acceptance	6.50	6.99		
Enhanced Call Forward		11.00		
Distinctive Ring	6.99	7.50		
Remote Call Forward (RCF)	28.00	28.00		
Remote Activated Call Forward	7.00	6.99		
CLASS Value PAK – ³	10.99	9.95		
Automatic Call Return, Caller ID, Anonymous Call Block/Rejection				
CID with Name Value PAK – ³	10.99	11.95		
Automatic Call Return, Caller ID - Name & Number, Anonymous Call Block/Rejection				

(l)
(l)

¹ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

² The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

III. RATES (Continued)

A. Nonrecurring charges

1. The Company reserves the right to waive the nonrecurring charge for the initial request for a period not to exceed 90 days from the effective date of this Tariff and for a period not to exceed 90 days from the date the service becomes available in the customer's serving central office.
2. Service charges are not applicable when CLASS features are provided at the same time as the single line business or residence individual line service is established.
3. When features are added or rearranged on an existing line, the Service Order Charge as shown in Section 15 of this Tariff will apply. (Note: A Line Connection Charge does not apply when features are added or rearranged).
4. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply for subsequent changes. Charges do not apply to Law Enforcement and Domestic Violence Agencies.

VOICE MAIL SERVICE

I. APPLICABILITY

(N)

Applicable to residence and business service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Voice Mail Service as said exchanges are defined on the maps contained in this tariff.

III. REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

IV. DESCRIPTION OF SERVICE

- D. Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.
- E. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- F. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.
- D. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

D. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

2. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging ⁽²⁾:
- Message Notification⁽¹⁾: Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: Visual MWI is offered only where technically available.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

D. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾:
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

4. Frontier Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

E. Frontier Residential Voice Mail – Optional Applications

- Unified Messaging
- Alternative ID

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: Visual MWI is offered only where technically available.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

F. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: Visual MWI is offered only where technically available.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

F. Frontier Business Mailbox Packages (Continued)

2. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- Call Return/Live Reply
- Web Portal Access

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: Visual MWI is offered only where technically available.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

F. Frontier Business Mailbox Packages (Continued)

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer⁽³⁾

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: Visual MWI is offered only where technically available.

Note 3: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

G. Frontier Business Voice Mail --Optional Applications

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

H. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

(N)

VOICE MAIL SERVICE

IV. DESCRIPTION OF SERVICE (Continued)

(N)

H. Feature Descriptions (Continued)

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved, deleted. Ability to manage voice mail settings and Pin via the Web.

(N)

VOICE MAIL SERVICE

V. RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

Monthly Charge
Frontier Residential
Packages

-Frontier Basic Voice Mail	\$12.49	(l)
-Frontier Deluxe Voice Mail	14.49	(l)
-Frontier Deluxe Voice Mail with Subs	14.49	(l)

Frontier Business
Packages

-Frontier Basic Voice Mail	\$10.49
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Deluxe Voice Mail	13.99

Residential and Business Optional Applications

-Frontier Announcement Only	\$7.99
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Business Optional Applications

-Frontier Message Routing	9.99
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Add-On Feature

-Alternate ID ⁽¹⁾	\$5.00
-Unified Messaging – Residential	2.49
-Unified Messaging – Business	3.99

Note:(1) Per each additional set of 3 numbers.

VOICE MAIL SERVICE

V. RATES AND CHARGES (Continued)

(N)

- A. The following monthly discounts are in addition to any applicable charges for main telephone service:

Business Voice Mail Term and Volume Discounts

<u>Quantity</u>	<u>Tier</u>	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

* Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(N)

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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(D)

DIRECTORY ASSISTANCE SERVICE

I. GENERAL

Local (411 and 555-1212) and National Directory Assistance Service provides the calling party with the following information from the Company's operator records:

1. the telephone number(s) requested
2. that a customer has requested his number not be provided
3. that the requested party has no telephone listing

II. RATES

1.	Local and/or IntraLATA Directory Assistance Service		
		<u>Charge</u>	
a.	First two Local and/or IntraLATA listings requested per line, per month	**	(C)
b.	Each additional Local and/or IntraLATA listing requested	* **	(C)
2.	National Directory Assistance Service		
a.	National Directory Assistance, per call no monthly call allowances apply	* **	(C)
3.	Directory Assistance Call Completion (DACC)	* **	(C)

* The rate does not apply to:

- (a) Requests originated from public coin telephones;
- (b) Requests originated from guests or patients of hospitals or hotel-motels;
- (c) Requests originated from telephone services, which the Company has determined are used on a continuing basis by a person or persons incapable of using a published Telephone Company directory because of visual or physical handicaps. The customer must make application to the Company for such exemption.

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

DIRECTORY ASSISTANCE SERVICE

II. RATES (Continued)

* The rate does not apply to: (Continued)

- (d) Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the Business Office. A record order charge will not apply when establishing or removing the handicapped exemption from an account.
 - 1. Any residence account for a household in which a certified handicapped person resides.
 - 2. Any business account, single line, non-PBX or non-Centrex, of a certified handicapped subscriber where assistance is otherwise not available.
 - 3. Patient residential service provided in health care facilities.

III. CONDITIONS

- 1. When a customer has two or more lines, key lines and/or PBX trunks at the same premises which are billed on the same account, the total usage of all lines and/or trunks is applied against the allowance for the total number of lines and/or trunks involved.
- 2. The allowance of two Local Directory Assistance listing requests per line per month is not transferable between separate accounts of the same customer.
- 3. When a customer requests the assistance of a long distance operator to obtain a listing from the directory assistance operator, a surcharge of ** per listing requested will apply in addition to the RATES preceding. (C)
 - National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.
- 4. Directory Assistance Call Completion (DACC) allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

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

(N)
(N)

CUSTOMER PROVIDED INSIDE WIRE

I. GENERAL

Customer Provided Inside Wire (CPIW) is the station wire and cable including connectors, blocks and jacks, furnished by the customer on their premises that extends between the termination of the Exchange Access Line at a company-provided interface jack and those standard jack locations on the premises to which terminal equipment can be connected for access to the Exchange Access Line.

II. SPECIAL CONDITIONS

- A. CPIW is furnished by the customer or his agent where residence or business exchange access line service is to be provided.
- B. CPIW provided by the customer must be installed in accordance with technical standards furnished by the Company. Failure to adhere to these standards will permit the Company to refuse to connect the exchange access line.
- C. CPIW provided by the customer may be connected to residence or business exchange access line service furnished by the Company at a Utility-provided standard network interface jack. The standard network interface jack provides the point of connection between the CPIW and the telecommunications network.
- D. The Company Standard Network Interface jack is a miniature modular standard jack and is provided as part of the Exchange Access Line rate element for basic exchange service and is provided and maintained by the Company.
- E. The Company will not pay the customer or provide a credit to the customer for CPIW.
- F. Maintenance of CPIW will be the sole responsibility of the customer.

CUSTOMER PROVIDED INSIDE WIRE

III. RESPONSIBILITY OF THE COMPANY

- A. The Company shall not be responsible for the installation, operation, maintenance or repair of any customer provided interior wiring.
- B. No allowance for interruption of service is made for any period in which such service interruption is caused by malfunction in or failure of customer provided interior wiring.
- C. The Company shall not be responsible to the customer or any person if changes in the criteria contained in this tariff, or in any of the facilities, operations, or procedures of the Company require modifications or alteration of customer provided premises wiring.
- D. In addition to the foregoing, the Company shall not be liable for damage out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury including, but not limited to, injuries to persons or property from voltage or currents transmitted over Company facilities caused by or not prevented by customer provided interior wiring.

IV. RESPONSIBILITY OF THE CUSTOMER

- A. The customer is responsible for all testing, maintenance and repair of CPIW.
- B. In those instances when the Company makes a repair visit due to service difficulty or trouble resulting from CPIW, the customer is responsible for the payment of the service call charge shown in Section 15.
- C. The customer is responsible for correcting any service difficulty that is causing harm to the telecommunications network upon notice from the Company that such wire is causing the difficulty.

CUSTOMER PROVIDED INSIDE WIRE

IV. RESPONSIBILITY OF THE CUSTOMER (Continued)

- D. By undertaking any installation, maintenance, repair or testing of customer provided inside wire, or causing such installation, maintenance, repair or testing to be undertaken, the customer assumes all risk for loss of service, damage or destruction of any and all property or the injury to or death of any and all persons, including but not limited to the customer, the customer's agents and invites, and third parties. The Customer will indemnify against and hold the Company harmless from any and all claims, losses, expenses, liabilities, demand, actions, suits or damages of any kind whatsoever arising out of the customer's wire installation or maintenance or attempted installation or maintenance activity.

RESERVED FOR FUTURE USE

MESSAGE TELECOMMUNICATION SERVICE

I. GENERAL

A. Application

1. Message Telecommunication Service (MTS) applies to all MTS calls made between two or more rate centers within the same LATA in this state. The rate centers are specific geographic locations from which airline mileage measurements are determined.
2. MTS provides telecommunication beyond the local calling area. MTS charges cover the service furnished between the calling and called stations.
3. MTS is available to and from customers of a Miscellaneous Common Carrier with arrangement for interchange of telephone traffic. This service is furnished through interconnecting equipment and local connecting facilities provided by the Company.
4. The rates between the applicable rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this tariff for two-point service. The rate center of the Miscellaneous Common Carrier is the rate center of the Company's serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul as set forth in the Miscellaneous Common Carrier's Tariff on file with the New Mexico Corporation Commission.

MESSAGE TELECOMMUNICATION SERVICE

I. GENERAL (Continued)

A. Application (Continued)

5. The telecommunications network is designed, maintained, and operated to originate and terminate calls between station lines furnished by the Company. However, connections of facilities, equipment and/or communications systems provided by others may be made to the telecommunication network. The Company is not responsible for the through transmission of signals or quality of transmission on such connections. When such connections are made at premises where the customer doesn't originate or terminate calls, the Company may require exchange service to be provided from a central office(s) different from the central office(s) designated by the Company to serve that premises.

II. REGULATIONS

A. Scope

1. MTS is that of furnishing facilities for telecommunication between station lines in different local service areas of the same LATA in accordance with the regulations and system of charges specified in this tariff.
2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
3. Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

MESSAGE TELECOMMUNICATION SERVICE

II. REGULATIONS (Continued)

B. Priority of Services

When a shortage of facilities exists, MTS will be established before other services. However, the duration of MTS calls may be limited due to facility shortages caused by emergency conditions.

C. Liability

1. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified in 2., 3. and 4. following.
2. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in facilities occurs.

MESSAGE TELECOMMUNICATION SERVICE

II. REGULATIONS (Continued)

C. Liability (Continued)

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

(D)

(D)

D. Use

1. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this tariff.

2. Abuse and Fraudulent Use

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

MESSAGE TELECOMMUNICATION SERVICE

II. REGULATIONS (Continued)

D. Use (Continued)

2. Abuse and Fraudulent Use (Continued)

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

3. Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

MESSAGE TELECOMMUNICATION SERVICE

II. REGULATIONS (Continued)

E. Obligation of the Customer

1. The calling party shall establish his identity in the course of any communication as often as may be necessary.
2. The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station or stations.
3. Where mobile radiotelephone stations are involved, the party in the vehicle placing or receiving a call shall inform the mobile service operator upon request as to the State in which the vehicle is located at the time of placing or receiving the call.

F. Termination of Service for Cause

Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, by notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.

III. STANDARD SERVICE OFFERINGS

A. Two-Point Message Telecommunication Service

1. Class of Calls

There are various classes of intraLATA calls. Charges apply according to the class of call the calling station selects.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

1. Class of Calls (Continued)

- a. Dial Station-to-Station - applies when the calling person dials the desired telephone number without the assistance of a Company operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:
 - 1) Records the calling telephone number for areas without automatic recording equipment.
 - 2) Reaches the called telephone number because of trouble on the network or because dial completion is not available.
 - 3) Places a call for a calling party who is identified as being handicapped and is unable to dial the call because of that handicap.
 - 4) Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.
 - 5) When an operator records a special identification number, issued by the Company for its billing purposes to students who reside in dormitories of colleges or universities equipped for special School Centrex Service, for a call placed from a dormitory station.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

(D)

(L)

(L)

(L) Material relocated to Section 18.

(N)

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

2. Timing of Calls

- a. On Dial Station-to-Station and Operator-Handled Station-to-Station, the timing of a call begins when the calling and called stations are connected. (T)
- b. On Person-to-Person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed upon alternate.
- c. Chargeable time ends when the connection is terminated at any point.
- d. When exchange telephone service used for MTS is directly connected (i.e., not connected through a Multiline Terminating System) at a Customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

2. Timing of Calls (Continued)

e. MTS service rates are quoted in terms of initial and additional minutes.

1) The initial minute is the first minute or any fraction after connection is made.

2) The additional minute is each minute or any fraction after the initial minute.

f. The timing of a call does not include time lost because of service faults or defects that are reported to the Company.

g. On all classes of service, the rate charged is determined by the day and the time - standard or daylight saving - at the rate center of the calling station.

3. Collection of Charges

Charges (including messenger charges) for all MTS calls are billed to the calling party, except where the calls are billed to:

a. The called party as a collect call, and the charge is accepted by the called party. This does not apply if the called station is a coin telephone. In this case, the charge may be accepted but must be billed to a third number; otherwise, the called station must originate a new call.

(T)

b. A third telephone number, except for coin. The third number must be an authorized telephone number as determined by the Company.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

3. Collection of Charges (Continued)

- c. A special billing number. (T)

4. Payment Arrangements

The customer is responsible for payment of all charges for service furnished, due on receipt of the bill.

5. Handicapped Persons Discount

A rate reduction on Dial Station-to-Station calls, originating from a teletypewriter or similar device of a certified hearing or speech impaired customer's residential line to any other teletypewriter or similar device within the same LATA in this State, will be extended to customers who have a hearing or speech disability to such an extent that he or she cannot communicate via the telephone by regular voice communication. The rate reduction will be the application of the Evening Rate discount during the Day Rate Period and the Night and Weekend Rate discount during all other Rate Periods.

6. Charge Determination

- a. The charge for MTS is determined by the:

- distance between stations
- time of day and day of week
- duration of call
- class of call

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

6. Charge Determination (Continued)

- b. Basic MTS schedule of charges applies to each intraLATA call with applicable discounts (See c. following) and/or additions (see e. following).

The schedule is as follows:

<u>Rate</u> <u>Mileage</u>	<u>Initial</u> <u>1 Min.</u>	<u>Each Add'l</u> <u>Minute</u>
0-10	.15	.09
11-16	.17	.11
17-22	.20	.14
23-30	.23	.16
31-40	.27	.19
41-55	.31	.23
56-70	.32	.24
71-124	.33	.25
125-196	.34	.26
197-292	.35	.27
293 & Over	.37	.28

- c. Discounts for Evening, Night and Weekends are expressed as a percent reduction of the charges, calculated in the table in b. above. Discounts are applied, based on the following table:

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

6. Charge Determination (Continued)

c. (Continued)

Mon. Tue. Wed. Thu. Fri. Sat. Sun.							
8:00 AM to *5:00 PM					Day Rate Period Full Rate		Eve. Rate 35%
5:00 PM to *11:00 PM					Evening Rate Period 35% discount		
11:00 PM to *8:00 AM					Night and Weekend Rate Period 60% discount		

* To, but not including

- 1) In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time the connection is established. The discount for each additional period is the discount in effect at the beginning of each additional period.
- 2) Discounts, when applicable, apply to the Initial and Additional Minutes for all calls. Discounts do not apply to operator service charges at any time.
- 3) When a discount results in a fractional charge, the amount will be rounded down to the lower cent.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

6. Charge Determination (Continued)

c. (Continued)

- 4) The Evening rate applies to the holidays listed below unless a lower rate applies:

-	New Year's Day	January 1
-	Independence Day	July 4
-	Labor Day	-
-	Thanksgiving Day	-
-	Christmas Day	December 25

d. Dial Station-to-Station Calls

The charge for this type of call is the sum of the Initial Minute charge plus the Additional Minute(s) charge shown in b. above, less any applicable discount.

(L)

(L)

(L) Material relocated to Section 18.

(N)

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

A. Two-Point Message Telecommunication Service (Continued)

(D)

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(L)

7. Determination of Airline Mileage

a. MTS rates between points within the same LATA (cities, towns or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

b. Airline mileage is determined by using vertical and horizontal grid lines which have been established across the United States. The spacing between adjacent grid lines and between horizontal grid lines represents a distance of one coordinate unit. A four-digit vertical (V) and a four-digit horizontal (H) coordinate are computed for each rate center from its latitude and longitude location on a map. The intersection of the horizontal grid and the vertical grid identifies the V and H coordinates. The distance between any two rate centers is the airline mileage computed between their respective coordinate intersections. The rates applicable to mileage bands are provided in 6.b. above.

(L)

(L)

(L) Item A.6.e. relocated to Section 18.

(N)

(L) Item 7.b relocated from Sheet 16.

(N)

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

(L)

(L)

B. Conference Services

Conference service is that of furnishing connections between three or more main stations or PBX trunks or combinations thereof on one connection at the same time. Conference service is not available to mobile radiotelephone stations.

Conference service is furnished where facilities permit.

1. Operator-Handled Conference Service

- a. This service provides for communications between a calling station and three or more called stations. A Company operator connects all stations. The operator will attempt to arrange a conference call at a time specified by the customer. The conference call may be arranged so that all stations can communicate or so that one station transmits and all others receive.
- b. Person-to-Person service is the only class of service available for Operator-Handled Conferencing.

(L) Item 7.b relocated to Sheet 15.

(N)

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

B. Conference Services (Continued)

1. Operator-Handled Conference Service (Continued)

- c. In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time connection is established. The discount for the additional period is the discount in effect at the beginning of the additional period.

2. Timing of Calls

- a. The following regulations apply in addition to the timing regulations previously specified. Chargeable time:
 - begins when all connections are established.
 - ends when the connection is terminated at the originating station.
 - does not include time lost because of defects in the service.
- b. When the originating customer requests that a station or stations be added to or disconnected from a conference call on which conversation is in progress, it is considered as terminating the call and initiating a new call to the revised group of stations.

3. Rates and Charges

- a. Rate airline distances for conference service are determined using the V-H system, as specified in A.7. preceding.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

B. Conference Services (Continued)

3. Rates and Charges (Continued)

- b. Conference service rates are quoted in terms of initial and additional periods.

1) Initial Period

All initial period rates are for conference connections of one minute or any fraction thereof plus the Person-to-Person Operator Service Charge.

2) Additional Period

All Additional Period rates are for each additional minute or any fraction thereof that the conference connection continues beyond the initial period.

- c. The total charges for the conference connection is the sum of the initial period charge and the additional period charge.

- 1) Initial Period Rate is the sum of the initial 1 minute period charges plus the Person-to-Person Operator Charge for each conference point from the originating station as determined in A.6. preceding.

- 2) Additional Period Rate is the sum of the additional minute charges for each conference point from the originating station as determined in A.6. preceding.

- d. For conference service where all the stations are within an exchange, the initial period and the additional period charges will be based on the first mileage band.

MESSAGE TELECOMMUNICATION SERVICE

III. STANDARD SERVICE OFFERINGS (Continued)

B. Conference Services (Continued)

3. Rates and Charges (Continued)

- e. The charges for conference service may be reversed if:
 - the total charges will be billed to one called conference point.
 - the total charges are accepted by the designated point.
- f. If more than ten conference points are connected at one time, the minimum rate will be for a ten minute conference connection.
- g. When suitable facilities are not available to allow connection of the requested number of conference points, a special charge, in addition to the initial and additional period rates, may apply for the equipment needed to make the connection.

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020

(C)

A. Description

1. Wide Area Telecommunications Service (WATS), by use of a WATS access line and the public switched network, provides for dial-type communications between a WATS termination and exchanges within the State and in accordance with the regulations and schedules of charges specified in this Tariff.
2. A WATS access line is a line from the customer's premises to a Company CO and is provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or 800 Service but not for both.
 - a. The Outward WATS customer is furnished a WATS access line arranged for outward calling only. Outward WATS provides for directly dialed calls from a WATS termination by way of the WATS access line and the public switched network to exchanges in the State.
 - b. The 800 Service customer is furnished a WATS access line arranged for inward calling only. 800 Service provides for dial-type calling to a WATS termination by way of the WATS access line and the public switched network from exchanges in the State.
3. WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.
4. Rate Center -- a specified geographical location in an exchange from which mileage measurements for interexchange channels are made.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of July 28, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

A. Description (Continued)

5. Service Terminating Arrangement - Company-provided equipment which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

6. Switching Equipment - equipment which performs the function of establishing and releasing connections between: (1) two or more Company-provided services, or (2) Company-provided service or services and a communications system or systems provided by the Customer, or Other Common Carrier.

Such equipment shall operate to establish each connection for the purpose of the transmission of communications, and shall operate to release the connection, or generate a supervisory signal for the manual release of the connection by an attendant, immediately following the conclusion of each call.

7. OUTWATS/800 interstate and interLATA service will be provided by intercity carriers of record.

8. OUTWATS/800 intrastate service will be provided jointly by the Company and interLATA carriers of record.

9. OUTWATS/800 intraLATA only services will not be provided by the Company.

B. WATS Terminations

1. The term Station as used in connection with WATS:

a. Denotes the network control signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this Tariff or,

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of July 28, 2020 and limited to existing subscribers at their existing locations. (N)
(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

B. WATS Terminations (Continued)

1. The term Station as used in connection with WATS: (Continued)
 - b. Denotes the point, at a customer's premises, at which customer-provided terminal equipment or communications system is connected to Company facilities furnished for WATS or,
 - c. Denotes the point of connection of WATS to switching equipment (as specified in B.3. following) when such switching equipment is located in a Company CO or,
 - d. Denotes the point of connection of outward WATS to another common carrier channel (utilizing WATS CO connection facilities) at a Company WATS serving CO.
2. The term Main Station denotes the first WATS station furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line with a main station.
3. At the option of the customer, a WATS access line may be connected to: (i) a standard telephone, (ii) an attendant's position or switching equipment of a PBX, (iii) a key telephone system, or (iv) an Other Common Carrier Channel utilizing a WATS CO Connecting Facility.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

B. WATS Terminations (Continued)

4. When connections are made to customer or Other Common Carrier-provided communications systems at a premises where the customer does not originate or terminate communications, the Company may require that WATS be furnished from a Company WATS CO(s) different than the CO(s) designated by the Company to serve that premises. Under such circumstances, monthly and service and equipment charges equal to access line extension charges apply between the WATS CO that would serve the customer's premises and the WATS CO from which service is actually provided.

C. Limitations of Service

1. WATS calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a Company operator.
2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
3. The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. Connections of communications system provided by the customer or Other Common Carrier to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

C. Limitations of Service (Continued)

4. Connection To Other Services

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.

5. Availability of Service

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of Message Telecommunications Service (MTS) shall take precedence over all other services.

6. Company Liability

a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of July 28, 2020 and limited to existing subscribers at their existing locations. (N)
(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

C. Limitations of Service (Continued)

6. Company Liability (Continued)

b. (Continued)

no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error defect in transmission, or failure or defect in facilities occurs.

c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

d. When the lines of other telephone companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

C. Limitations of Service (Continued)

6. Company Liability (Continued)

e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

1) The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

2) The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

C. Limitations of Service (Continued)

7. Transmission Quality

Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or services.

8. Completion of 800 Service Messages

800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish 800 Service to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause.

9. Use of Service

WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

10. Abuse or Fraudulent Use

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

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(N)
(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

C. Limitations of Service (Continued)

10. Abuse or Fraudulent Use (Continued)

- a. The placing or acceptance of a WATS call by a WATS customer, his agent, employee or representative, in response to an uncompleted MTS call, which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customer.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

D. Application of Monthly Rates for Access Line and Usage

1. General

- a. WATS usage charges are for payment for the service between the WATS termination and another location.

2. Service Group

- a. The term “Service Group,” as used in connection with Outward WATS denotes one access line or two or more access lines appearing in the same multiline terminating system at the same customer premises.
- b. The term “Service Group,” as used in connection with 800 Service, denotes the access lines arranged in CO equipment furnished by the Company as part of a given hunting arrangement. (The term “hunting arrangement” denotes a grouping of 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

3. Chargeable Time

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station.
- b. Chargeable time ends when the calling station “hangs up” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

D. Application of Monthly Rates for Access Line and Usage (Continued)

3. Chargeable Time (Continued)

- c. When 800 Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that the chargeable time may begin.

4. Minimum Service Period

The minimum service period for WATS is one day.

5. Payment of Charges

- a. The customer is responsible for payment of all charges for service furnished the customer. Service and equipment charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except hourly usage charges, which are payable upon rendition of a bill by the Company.
- b. Charges of less than a cent will be rounded to the nearest higher cent.

6. Fractional Periods

- a. The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.

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(N)
(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

D. Application of Monthly Rates for Access Line and Usage (Continued)

6. Fractional Periods (Continued)

- b. For the purpose of administering this regulation with respect to the determination of the rate for a fractional part of a month, every month is considered to have 30 days.

7. Minimum Average Time Requirement (MATR)

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each duration of one minute per call.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

D. Application of Monthly Rates for Access Line and Usage (Continued)

8. Method of Determining Rates

- a. Determine the total number of calls for the service group.
- b. Determine the equivalent hours used by applying the minimum average time requirement of 60 seconds (1 call = 1 minute).
- c. Determine the total actual hours used for the service group.
- d. Determine the chargeable hours which is the greater of (b) or (c) above, rounded to the nearest tenth (one decimal place).
- e. Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth, two decimal places.
- f. Determine the average use per line in the service group by dividing the chargeable hour in (d) above by the number of access lines in (e) above.
- g. Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.
- h. Determine the total usage charge in the service group by multiplying the usage charge per access line in (g) above by the number of access lines in (e) above.

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

E. Outward WATS

1. Rates and Charges

a. Outward WATS Access Line Monthly

	<u>Rate</u>
1) Each	\$40.95

b. The hourly rates for outward WATS apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

1)	<u>Usage Rate Per Access Line, Per Hour</u>	<u>Charge</u>
-	First 15 hours	\$13.00
-	Next 25 hours	\$12.10
-	Next 40 hours	\$11.15
-	Next 60 hours	\$10.45
-	Next 80 hours	\$9.75
-	Over 220 hours	\$9.30

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(N)

WIDE AREA TELECOMMUNICATION SERVICE

I. OUTWARD WATS AND 800 SERVICE ¹ – Grandfathered as of July 28, 2020 (Continued) (C)

F. 800 Service

1. Rates and Charges

- a. 800 Service Access Line
- | | Monthly
Rate |
|---------|-----------------|
| 1) Each | \$32.50 |
- b. The hourly rates for outward WATS apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.
- | 1) Usage Rate Per Access Line, Per Hour | Charge |
|---|---------|
| - First 15 hours | \$16.50 |
| - Next 25 hours | \$15.35 |
| - Next 40 hours | \$13.95 |
| - Next 60 hours | \$12.75 |
| - Next 100 hours | \$11.75 |
| - Over 240 hours | \$10.70 |

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(N)

INTRALATA PRIVATE LINE SERVICE

I. GENERAL

IntraLATA intrastate Private Line Services are those Private Line Services and Channels furnished or made available by Navajo Communications between its points and between its points and points reached over facilities of connecting companies within the LATA.

II. RATES

Interexchange Channel Service

1. Interexchange Channel Service furnished between this utility's exchanges, or between this utility and connecting utility's exchanges, will be provided at rates and charges as set forth in U.S. West's - New Mexico Private Line Services Tariff.

III. CONDITIONS

1. Interexchange Channel Service furnished between this utility's exchanges, or between this utility and connecting utility's exchanges, will be provided with conditions as set forth in U.S. West's - New Mexico Private Line Services Tariff.
2. The furnishing of service under this tariff will require certain physical arrangements of facilities of the Utility and is, therefore, subject to the availability of such services.
3. The Utility will provision IntraLATA intrastate Private Line Services to allow for the use of transmission signaling devices approved by the utility. AC / DC power signaling capabilities will no longer be available to circuits installed on or after the effective date of this tariff. (N)
|
(N)

INTRASTATE ACCESS CHARGES

I. GENERAL

In the Originating Responsibility Plan (ORP), the Intrastate IntraLATA access charge allows for intercompany compensation for terminating toll services and originating 800 services provided jointly by the telephone companies within the Local Access and Transport Areas (LATA's).

The Telephone Company adopts, for intrastate switched access services, Section 6 and the associated rates in Section 20 Frontier Telephone Companies Tariff FCC No. 1 (the Telephone Company's interstate access tariff) effective as of July 3, 2012, and any successive issues thereto. This tariff was filed with the FCC on behalf of the Telephone Company and affiliated companies. This tariff includes all the rules, regulations, rates and charges under which interstate access services will be offered. Exceptions to this adoption of the tariff schedules, if any, are as follows:

II. LANGUAGE EXCEPTIONS

The Carrier Common Line Charge reflects the cost of the facilities provided between the terminating end office and the end user location, per Access Minute.
Dedicated Trunk.

III. RATE EXCEPTIONS

Carrier Common Line

	Access, per Minute Rate	
	<u>Terminating MOU</u>	<u>Originating MOU</u>
CCL Premium	\$0.00000000	
CCL Non Premium	\$0.00000000	
CCL Premium – Non 800/888		\$0.00814997
CCL Non Premium – Non 800/888		\$0.00814997
CCL Premium – 800/888		\$0.00000000 (R)
CCL Non Premium – 800/888		\$0.00000000 (R)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

INTRASTATE ACCESS CHARGES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

NEW MEXICO STATE UNIVERSAL SERVICE FUND (SUSF) SURCHARGE

I. APPLICABILITY

The New Mexico State Universal Service Fund (SUSF) Surcharge applies to all intrastate retail telecommunications access lines from non-exempt customers.

(C)

(D)

|

(D)

II. RATES

(T)

Pursuant to Orders and Rules of the New Mexico Public Regulation Commission, the SUSF Surcharge will be applied to all per communication connection from non-exempt customers.

(C)

(D)

The SUSF surcharge percentage is determined annually by the Commission based on the recommendation of the SUSF Administrator. The amount of the surcharge billed will be rounded to the nearest cent.

The surcharge will appear as a separate line/entry on the Company's portion of the customer's bill.

This surcharge will remain in effect until otherwise ordered by the Commission.

I. RESERVED FOR FUTURE USE

(D)

(D)

II. INTRASTATE SPECIAL ACCESS SERVICE	Rate Per MOU	Non-Recurring Charge
Channels		
Series 2000 Channel	\$34.27	*
Series 3000 Channel	\$35.17	
Channel Mileage (per mile)	\$3.96	
Channel Termination (per termination)	\$9.35	
Private Line Local Channel		
Type 2001	\$31.15	*
Type 3072	\$17.44	
Private Line Bridging	\$5.85	

* Installation charges apply per Section 15.

III. INTRALATA EQUAL ACCESS RECOVERY CHARGE

(N)

The IntraLATA Equal Access Recovery Charge which is designed to recover costs that Navajo Communications Company incurs solely in connection with intraLATA equal access, will be assessed over a three (3) year period beginning with the tariff effective date of July 1, 1998 for IntraLATA Toll Dialing Parity. The charge applies to Intrastate IntraLATA and Intrastate InterLATA Originating and Terminating Switched Access and Toll Minutes of Use and shall be imposed on all providers of Interexchange Toll Service.

IntraLATA Equal Access Recovery Charge

Per Intrastate IntraLATA and Intrastate InterLATA Originating and Terminating Switched Access and Toll Minutes of Use
\$ 0.000452

IV. PRESUBSCRIPTION

Presubscription is an arrangement whereby an end user may select and designate to Navajo Communications Company an Interexchange Carrier (IC) for intraLATA and interLATA intrastate calls without dialing a 950-10XXX or 10XXX access code. The end user may select an IC for intraLATA calls, a different IC for interLATA calls, or the same IC for both. Or they may select one IC for their interLATA calls and Navajo Communications Company for intraLATA calls. In the event the end user does not select an intraLATA provider, the existing Telephone Company or its designated Toll Carrier will remain their intraLATA provider. The selected IC is referred to as the end user's predesignated IC. The presubscription procedure also allows the agent* of a Telephone Company pay telephone to select and designate to an IC to access interLATA and/or intraLATA calls, without dialing an access code. Presubscription is available only to End Users served by end offices that have been converted to provide Feature Group D Switched Access Service.

(A) END USER AND AGENT NOTIFICATIONS, EQUAL ACCESS PROCESS AND INTEREXCHANGE CARRIER END USER AND AGENT LISTS

An end user or agent may select only one IC as a primary IntraLATA IC and only one IC as a primary InterLATA 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 Navajo Communications Company, which will allow a line-by-line designation of ICs.

* An agent is the person or persons who have the legal authority to give Navajo Communications Company permission to place public pay telephones on their premises and who control access to or usage of the pay telephone.

(N)

IV. PRESUBSCRIPTION (Continued)

(N)

(A) END USER AND AGENT NOTIFICATIONS, EQUAL ACCESS PROCESS AND INTEREXCHANGE CARRIER END USER AND AGENT LISTS (Continued)

An IC obtaining service commitments from end users and agents directly must provide an IC End User and Agents List to Navajo Communications 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. Navajo Communications Company will process all End User and Agent lists that are received.

End Users obtaining new service from Navajo Communications 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.

(B) PRESUBSCRIPTION CHARGE APPLICATIONS

Navajo Communications Company will provide an initial waiver period of 60 days, during which the end user is allowed one intraLATA PIC Change free of charge. Subsequent to the initial waiver period, the nonrecurring charge set forth in IV(G) the following will apply to any further changes.

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 Navajo Communications Company for Telephone Exchange Service. New End User customers will have 60 days from the date of their initial Presubscription selection to make one intraLATA PIC change without charge. Subsequent to the initial waiver period, the nonrecurring charge set forth in IV(G) the following will apply to any further changes.

New end users or agents will be offered a list of participating carriers to aid in the selection of their primary interLATA and intraLATA ICs.

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 following the waiver period. The "No-PIC" designation is not available to pay telephone agents.

(N)

IV. PRESUBSCRIPTON (Continued)

(N)

(B) PRESUBSCRIPTION CHARGE APPLICATION (Continued)

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, Navajo Communications 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.

Navajo Communications 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 Navajo Communications Company under the conditions. Should an end user or agent dispute authorization of the change in PIC assignments, Navajo Communications 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 Navajo Communications 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 IV(G) following for the change to the disputed IC and an unauthorized presubscription (PIC) change charge as specified in Section IV(G) 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 Navajo Communications Company's request, the end user or agent will be billed two presubscription change charges as specified in Section IV(G) 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.

- (C) The nonrecurring charge for a change in Presubscription can be found in section IV(G) following. The full nonrecurring PIC charge is applicable when an intraLATA PIC change is ordered separately from an interLATA PIC change and/or when a customer presubscribes to different carriers, at the same time, for interLATA and intraLATA MTS/MTS-type service. If a customer changes both interLATA and intraLATA PICs at the same time, Navajo Communications Company will bill the customer one nonrecurring PIC change charge.

(N)

IV. **PRESUBSCRIPTION** (Continued)

(N)

(D) **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 Navajo Communications Company's databases at a nationwide level to a single existing CIC. Requests for an IC CIC Consolidation must be provided to Navajo Communications 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.

Navajo Communications 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.

(E) **LIABILITY OF NAVAJO COMMUNICATIONS COMPANY**

If through the fault of Navajo Communications Company, the end user or agent is not subscribed to its chosen PIC, the nonrecurring charges in Section IV(G) do not apply to reassign the end user or agent to his chosen PIC.

(F) **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 ICs. The Nonrecurring Charge for Primary Interexchange Carriers, as set forth in Section 13.3.3(G) following applies to each line converted to the IC requesting ICDDD. This charge will be billed to the IC's end user customer.

(N)

IV. PRESUBSCRIPTION (Continued)

(N)

(G) NONRECURRING CHARGES FOR PRESUBSCRIPTION ARE AS FOLLOWS:

	<u>Nonrecurring Charge</u>	
	<u>IntraLATA</u>	<u>InterLATA</u>
*Presubscription		
- per Telephone Exchange	\$5.00	\$5.00
Service, Line or Trunk		
	<u>Nonrecurring Charge</u>	
	<u>Simultaneous Change</u>	
*Presubscription		
- per Telephone Exchange	\$5.00	
Service, Line or Trunk		
	<u>Nonrecurring Charge</u>	
	<u>IntraLATA</u>	<u>InterLATA</u>
Unauthorized PIC Change Charge		
-per Telephone Exchange	\$100.00	\$100.00
Service, Line or Trunk		
	<u>Nonrecurring Charge</u>	
	<u>Simultaneous Change</u>	
Unauthorized PIC Change Charge		
- per Telephone Exchange	\$100.00	
Service, Line or Trunk		

(N)

NAVAJO LOCAL CALLING PLANS

I. GENERAL

This tariff applies to local exchange telephone service customers. Selected exchanges served by Navajo, as listed below, have an optional Local Calling Plan (LCP) available in which a customer in one Navajo exchange may complete calls to other selected Navajo exchanges on a local calling basis.

II. REGULATIONS

The Navajo LCP is available to Residence One-Party, Business One-Party, Business Key Lines and PBX Trunks, Centrex Access Lines and Customer Owned Pay Telephone Service Customers.

The Local Calling Plan currently available to Navajo customers in the selected exchanges is the Premium Flat Rate Service option. This option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Premium Flat Rate Service option will by default have their calls on these routes billed at long distance toll rates.

The Company reserves the right to waive the Service Order Charge – Subsequent as specified in Section 15 of this tariff for a period of ninety (90) days from the effective date of this tariff. After the waiver period, appropriate non-recurring service charges will apply thereafter as specified in Section 15 of this tariff.

Premium Flat Rate Service Navajo LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Premium Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, Party-Line, Suburban, or Farmer Line Services.

NAVAJO LOCAL CALLING PLANS

II. REGULATIONS (Continued)

Hotel/motel customers may subscribe to the Navajo LCP. All charges for the service shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

III. DISTRICT PLANS

Exchanges in which the Navajo Local Calling Plan is available include the following Navajo exchanges.

Northern District Plan

The Northern District Plan permits subscribers in any one of the following exchanges to call to any of the remaining exchanges:

Newcomb	Rock Point, AZ
Sanostee	Teec Nos Pos, AZ
Shiprock	Halchita, UT
Toadlena	Montezuma Creek, UT
Red Valley, AZ	

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Southern District Plan

The Southern District Plan permits subscribers in any one of the following exchanges to call to any of the remaining exchanges:

Naschitti	Fort Defiance, AZ
Navajo	Ganado, AZ
Tohatchi	Greasewood, AZ
Tse Bonito	Toyei, AZ
Twin Lakes	Wide Ruins, AZ
Dilkon, AZ	Window Rock, AZ

Eastern District Plan

The Eastern District Plan permits subscribers in any one of the following exchanges to call to any of the remaining exchanges:

Crownpoint
Peublo Pintado
Torreon

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Navajo Nationwide Plan

The Navajo Nationwide Plan permits subscribers in any one of the following exchanges to call to any of the remaining exchanges:

Crownpoint	Chinle, AZ
Naschitti	Dennehotso, AZ
Navajo	Dilkon, AZ
Newcomb	Fort Defiance, AZ
Peublo Pintado	Ganado, AZ
Sanostee	Greasewood, AZ
Shiprock	Kaibeto, AZ
Toadlena	Kayenta, AZ
Tohatchi	Lechee, AZ
Torreon	Leupp, AZ
Tse Bonito	Lukachukai, AZ
Twin Lakes	Many Farms, AZ
Black Mesa, AZ	Red Valley, AZ

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Navajo Nationwide Plan (Continued)

Teec Nos Pos, AZ	Shonto, AZ
Toyei, AZ	Wide Ruins, AZ
Tsaile, AZ	Window Rock, AZ
Pinon-Whipporwhill, AZ	Halchita, UT
Rock Point, AZ	Monument Valley, UT
Rough Rock, AZ	Montezuma Creek, UT

NAVAJO LOCAL CALLING PLANS

IV. RATES

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Section 4 of this tariff, entitle the customer to local seven-digit dialed calling on an optional basis. No toll rates shall apply to such calling.

Rate Schedules

Northern District Plan

Exchanges: Newcomb, Sanostee, Shiprock, Toadlena, NM, Red Valley, Rock Point, Teec Nos Pos, AZ, Halchita, and Monument Creek, UT

<u>CLASS OF SERVICE</u>	PREMIUM FLAT RATE <u>SERVICE OPTION</u>
	Monthly <u>Rate</u>
Residence One Party	\$13.95
Business One Party	\$15.50
Business Key Line (per line)	\$15.50
Business PBX Trunk (per trunk)	\$15.50
Centrex Access Line (per line)	\$15.50
Customer Owned Coin Operated Telephone Service	\$15.50

(D)

(D)

NAVAJO LOCAL CALLING PLANS

IV. **RATES** (Continued)

Rate Schedules (Continued)

Southern District Plan

Exchanges: Naschitti, Navajo, Tohatchi, Tse Bonito, Twin Lakes, NM, Dilkon, Fort
Defiance, Ganado, Greasewood, Toyey, Wide Ruins, and Window Rock,
AZ

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE SERVICE OPTION</u>	(D)
	<u>Monthly Rate</u>	
Residence One Party	\$15.95	
Business One Party	\$26.95	
Business Key Line (per line)	\$26.95	
Business PBX Trunk (per trunk)	\$26.95	
Centrex Access Lines	\$26.95	
Customer Owned Coin Telephone Service (per line)	\$26.95	(D)

NAVAJO LOCAL CALLING PLANS

IV. **RATES** (Continued)

Rate Schedules (Continued)

Eastern District Plan

Exchanges: Crownpoint, Pueblo Pintado and Torreon, NM

<u>CLASS OF SERVICE</u>	PREMIUM FLAT RATE SERVICE OPTION	(D)
	Monthly Rate	
Residence One Party	\$6.95	
Business One Party	\$17.95	
Business Key Line (per line)	\$17.95	
Business PBX Trunk (per trunk)	\$17.95	
Centrex Access Line (per line)	\$17.95	
Customer Owned Coin Telephone Service (per line)	\$17.95	(D)

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Rate Schedules (Continued)

Navajo Nationwide Plan

Exchanges: Crownpoint, Naschitti, Navajo, Newcomb, Pueblo Pintado, Sanostee, Shiprock, Toadlena, Tohatchi, Torreon, Tse Bonito, Twin Lakes, NM, Black Mesa, Chinle, Pinon-Whipoorwill, Dennehotso, Dilkon, Fort Defiance, Ganado, Greasewood, Kaibeto, Kayenta, Lechee, Leupp, Lukachukai, Many Farms, Red Valley, Rock Point, Rough Rock, Shonto, Teec Nos Pos, Toyey, Tsaille, Tuba City, Wide Ruins, Window Rock, AZ, Halchita, Monument Valley, and Montezuma Creek, UT

<u>CLASS OF SERVICE</u>	PREMIUM FLAT RATE SERVICE OPTION	(D)
	<u>Monthly Rate</u>	
Residence One Party	\$17.95	
Business One Party (per line)	\$38.95	
Business Key Line (per line)	\$38.95	
Business PBX Trunk (per trunk)	\$38.95	
Centrex Access Line (per line)	\$38.95	
Customer Owned Coin Operated Telephone Service (per Line)	\$38.95	(D)

EMPLOYEE TELEPHONE CONCESSION SERVICE

(N)

I. APPLICABILITY

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

III. RATES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

IV. SPECIAL CONDITIONS

- (A) Provisions of this schedule will be administered within the guidelines established by the utility.
- (B) Eligible employees are regular full-time and regular part-time¹ employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
- (C) The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
- (D) Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
- (E) The telephone concession program is not available to any employee who retires on or after July 1, 2001.

¹ A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

(N)

SWITCHED ACCESS SERVICE

8XX DATA BASE SERVICE

I. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing 8XX Data Base Service as said exchanges are defined on the maps contained in this tariff.

II. GENERAL

- A. 8XX Data Base Service is an originating Switched Access Service utilizing the SS7 Signaling Network. The basic service provides a customer identification function with Area of Service (AOS) routing, which verifies that the call has originated from a subscribed service area, based on the dialed 8XX number at the Telephone Company end offices and tandem switches equipped with 8XX Signal Switching Points (SSPs). This service is provided on calls to the NPAs 800, 888, 877, 866, 855, 844, 833, and 822, as they become available for use with toll free service.
- B. When a 1+8XX+NXX-XXXX call is originated by an end user, the Telephone Company will perform the customer identification function with AOS based on the dialed digits to determine the customer location to which the call is to be routed.
- C. The 8XX call is held at the SSP while a query is launched to the 8XX Service Control Point (SCP). The customer identification with AOS, in the form of SS7 signaling information, is passed back from the SCP to the SSP from which the 8XX query originated. Rates and charges for the 8XX query are set forth in III. Rates below.

III. RATES

	<u>Rate Per Query</u>	
Basic Query Charge	\$.000000	(R)

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE**

(N)

I. GENERAL

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

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

IV. RATES AND CHARGES

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

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

(N)

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE (Continued)**

V. SPECIAL CONDITIONS

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

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE (Continued)**

(N)

VI. SPECIAL CONDITIONS (Continued)

- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.

(N)