

Supplement No. 88
to
Tariff PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

CLEC Tariff

REGULATIONS, RATES AND CHARGES

Issued: March 26, 2024

Effective: May 1, 2024

Pricing and Tariffs Manager
Spencerport, NY 14559

This tariff makes (Changes) in Existing Regulations
See Sheet 2

Supplement No. 88 to Tariff PA P.U.C. No. 1
CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

CHANGES MADE BY THIS SUPPLEMENT

CHANGES:

This filing increases Caller ID and Call Waiting for Business Customers.

Section 4A Eighth Revised Sheet 18

Issued: March 26, 2024

Effective: May 1, 2024

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
 Spencerport, NY 14559

CTSI, Inc.

Second Revised Sheet 2
Canceling 1st Revised Sheet 2

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(C) INDICATES CHANGE

Issued: September 6, 2000

Effective: September 7, 2000

Issued by: Ronald L. Reeder, Senior Manager Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

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GENERAL REGULATIONS

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(C)

(C) INDICATES CHANGE

Issued: December 30, 1999

Effective: February 28, 2000

Issued by: Ronald L. Reeder, Senior Manager Regulatory and Public Affairs
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GENERAL REGULATIONS

A. APPLICATION OF TARIFF

The regulations and schedules of charges in this tariff govern the furnishing of local telephone service and facilities by Commonwealth Communications, Inc., hereafter referred to as the Company within its operating territory in the state of Pennsylvania.

In addition to the regulations and schedules of charges herein, this tariff is subject to specific regulations as set forth in 52 PA Code Chapter 64, "Standards & Billing Practices for Residential Telephone Services," and other regulations as may be prescribed by the PA PUC.

This tariff supplements and governs all other applicable tariffs of the Company and also any tariffs or portions of tariffs of other companies with which this Company concurs.

B. USE OF SERVICE

1. Telephone Service Defined

The term "service" as used throughout this tariff refers to the distribution and the switching equipment required to establish and maintain connections between customers within the local calling area and connections between customers within the local calling area and connections with the toll (long distance) network.

2. Abuse or Fraudulent Use

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, but is not limited to:

B. USE OF SERVICE (cont'd)

2. Abuse or Fraudulent Use (cont'd)

- a. The use of service or facilities of this Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- b. The use of profane or obscene language.
- c. The impersonation of another with fraudulent intent.
- d. The use of the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service.
- e. The use of the service for any purpose other than as a means of communication.
- f. The use of service or facilities of this Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge.
- g. The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, network access by rearranging, tampering with, or making connection with any facilities of this Company or by any trick, scheme, false representation, false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or part, of the regular charge for network access.

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service

a. Availability of Facilities

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

b. Liability of the Company

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company.

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service (cont'd)

b. Liability of the Company (cont'd)

The Company shall not be liable or responsible for any special, consequential, exemplary, lost profits, or punitive damages, whether or not caused by omissions or negligence of the Company's employees, agents or contractors.

The Company shall not be liable for any act or omission of any entity furnishing to the Company or the Company's customers' facilities or equipment used for or with the services the Company offers.

The Company shall not be liable for any damages or losses due to the fault or negligence of the customer or due to the failure or malfunction of customer provided equipment or facilities.

The Company shall not be liable for the claims of vendors supplying equipment to customers of the Company which may be installed at premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.

The Company does not guarantee nor make warranty with respect to installations it provides for use in an explosive atmosphere. The customer indemnifies and holds 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 any other party or person(s), 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 installations, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service (cont'd)

b. Liability of the Company (cont'd)

The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to, acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state or local governments, or any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of service or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.

The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service (cont'd)

b. Liability of the Company (cont'd)

The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment, used for or in conjunction with Commonwealth Communications, Inc. service.

The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1."

The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular use, except those expressly set forth herein.

c. Priority of Service

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of network access services shall take precedence over all other services.

d. Directory Errors and Omissions

The Company's liability arising from errors or omissions in its directories or in accepting listings presented by customers or prospective customers shall be limited to resulting impairment of the customer's service and the Company may discharge such liability by an abatement or refund of an amount not exceeding the directory or listing charge for the service during the period covered by the directory in which

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service (cont'd)

d. Directory Errors and Omissions (cont'd)

the error or omission occurs. The Company will not be a party to controversies arising between customers or others as a result of listings published in its directories.

e. Transmitting Messages

Except as otherwise specifically provided in this tariff, the Company does not transmit messages but offers the use of its facilities for communications between customers.

B. USE OF SERVICE (cont'd)

3. Obligation to Furnish Service (cont'd)

f. Recordings

Since the customer and calling parties have exclusive control over the quality and characteristics of messages recorded, the Company has no liability for the quality of, or defect in, the recordings of such messages.

g. Provision of Facilities

Equipment and facilities necessary for the provision of a given service will be furnished by the Company, except as otherwise provided in this tariff.

4. Obligation of the Customer

a. General

The customer shall be responsible for:

- (1) the payment of all applicable charges pursuant to this tariff;
- (2) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer, or the noncompliance by the customer with these regulations; or by fire or theft or other casualty on the customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the customer in prosecuting a claim against the person causing such damage and the customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.

B. USE OF SERVICE (cont'd)

4. Obligation of the Customer (cont'd)

a. General (cont'd)

- (3) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (4) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the customer from the cable building entrance or property line to the location of the equipment space. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the customer. The Company may require the customer to demonstrate its compliance with this section prior to accepting an order for service.

B. USE OF SERVICE (cont'd)

4. Obligation of the Customer (cont'd)

a. General (cont'd)

- (5) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (6) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any customer premises or the rights-of-way for which customer is responsible as described in the preceding paragraph (4);
- (7) not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and
- (8) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

Issued: February 4, 1997

Effective: April 7, 1997

Issued by: Eugene J. Brown, Senior Manager – Carrier Relations
300A Laird Street, Wilkes-Barre, PA 18702

B. USE OF SERVICE (cont'd)

4. Obligation of the Customer (cont'd)

b. Claims

With respect to any service or facility provided by the Company, customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

- (1) any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives, or invitees; or
- (2) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer, including, without limitation, use of the Company's services and facilities in a name not contemplated by the agreement between the customer and the Company.

5. Special Equipment and Service Arrangements

In cases where customers desire a special type of service for which provision is not otherwise made, a monthly rate and charge is quoted based on the actual cost of furnishing such service, when in the judgment of the Company, there is no reason for refusing to render the special service desired.

Issued: February 4, 1997

Effective: April 7, 1997

Issued by: Eugene J. Brown, Senior Manager – Carrier Relations
300A Laird Street, Wilkes-Barre, PA 18702

B. USE OF SERVICE (cont'd)

(C)

6. Customized Service Packages

Customized service packages and competitive pricing arrangements at negotiated rates may be furnished on a case-by-case basis in response to requests by customers for proposals or competitive bids. Service offered under this tariff provision will be provided to customers pursuant to contract. Unless otherwise specified, the rates, terms and conditions for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

7. Equipment and Channels

Equipment and channels furnished by the Company on the premises of a customer are the property of the Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, telephones and lines, or for the purpose of making collections from coin boxes, or upon termination of the service, for the purpose of removing such equipment, telephones and lines. No credit will be allowed for any interruptions occurring as a result of the above.

8. Identification of Recorded Public Announcements

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Use of Company facilities for public announcements is subject to the following conditions:

For purpose of identification, customers of telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

9. Compliance with FCC Rules and Regulations Governing Network Access

(C)

All connections to the network by the Company or by the customer must comply with the Rules and Regulations of the Federal Communications Commission (FCC) as are now in effect or implemented in the future.

(C) INDICATES CHANGE

Issued: October 1, 1998

Effective: December 19, 1998

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
207 House Avenue, Suite 107, Camp Hill, PA 17011

B. USE OF SERVICE (cont'd)

10. Customer-Owned and Maintained Equipment

(C)

It is an obligation of the customer to insure that the magnitude and character of voltage and current transmitted from customer-owned and maintained facilities and equipment, the operation and maintenance of such facilities and equipment shall not interfere with any of the services offered by the Company or interfere with others. The characteristics of customer-owned and maintained facilities and equipment shall be such that its connection to the network will not interfere with network services. The character and location of customer-owned and maintained equipment and of the apparatus and sources of power to which such equipment may be connected shall be such as not to cause damage to Company plant or injury to Company employees or customers. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from the preceding compatibility requirements. No credit will be allowed for interruptions occurring during the above.

11. Interconnection of Facilities

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Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the customer's expenses.

Local service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

Facilities furnished under this tariff may be connected to customer provided terminal equipment in accordance with the provisions of this tariff.

(C) INDICATES CHANGE

Issued: October 1, 1998

Effective: December 19, 1998

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
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C. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Installation, Relocation, Maintenance and Repairs

The facilities owned by the Company must be installed, relocated, maintained and repaired by the Company. However, the Company reserves the right to require the customer to install and maintain, in accordance with the Company's specifications, facilities furnished by the Company located in places where such installation and maintenance by the employees of the Company would involve unusual hazard. The customer shall be responsible for damage to facilities of the Company caused by the negligence or willful act of the customer or by the location of the facilities to meet the customer's requirements at points involving unusual hazard to such facilities. The customer may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon the consent of the Company.

If extraneous electrical impulses and/or other interference are present at the customer's premises and require Company equipment or facilities to be modified, such modifications shall be performed by the Company and cost thereof shall be borne by the customer. If modification of customer-owned and maintained facilities is required, the customer is responsible for modification and shall bear the cost.

2. Cancellation or Change of Application for Service Prior to Establishment

When an application for service is canceled or changed, in whole or in part, by the applicant prior to the establishment of service, the applicant is required to pay the Company, upon request, the aggregate of the costs and expenses incurred by the Company, for any work performed upon the application prior to the cancellation or change of the service.

C. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2. Cancellation or Change of Application for Service Prior to Establishment (cont'd)

The payment to the Company required of the applicant shall not exceed the aggregate of the non-recurring and minimum contract period charges, including but not limited to, construction and termination charges, which would have applied if the service and facilities had been established prior to such cancellation, change, or change in location.

3. Transfer of Service

Transfer of service from one customer to another is permitted subject to the application of termination charges and service charges in accordance with this tariff.

The call number associated with the telephone service to be transferred may, upon request of either customer, be associated with the new customer's service if the new customer assumes all charges outstanding at the time of transfer and obtains, if requested by the Company, the written consent of the customer from whom the service is transferred.

The Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

C. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

4. Telephone Directories

The Company shall provide a single directory listing, termed the primary listing, in the telephone directory published by the local exchange provider in the customer's exchange area of the station number which is designated as the customer's main billing number. Directory listing of additional company station numbers, other than the customer's main billing number, associated with a customer's service will be provided for an additional monthly recurring charge per listing.

5. Telephone Numbers

The area code, or codes, central office designation, or designations, or line number, or numbers, or all of them, to be associated with a customer's telephone service shall be determined by the Company; and the Company reserves the right to change such codes, designations, or numbers, or all of them, associated with a customer's telephone service as the conduct of the business may require. The customer has no proprietary right in any area code, central office designation, or line number.

6. Overtime Work

When, at the subscriber's request, work is performed at other than regular business hours of the Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

7. Standby Workmen

In situations such as sporting events, one-time entertainment events, etc., where the customer requests that "standby workmen" be provided to safeguard the continuity of service, the entire cost of providing those "standby workmen" may be billed to the customer, regardless of whether such "standby workmen" were provided during regular or overtime working hours.

D. BILLING AND PAYMENTS

1. Contracts for Service

Upon acceptance of an application for service, all the applicable provisions in the Company’s tariffs lawfully on file become the contract between the customer and the Company. The Company reserves the right to require applications for service to be made in writing on forms supplied by it. Two forms of identification may be required as proof of the identity of an applicant, in which case applications will be processed after identification has been established.

Requests for additional service and requests for changes in service, upon acceptance thereof by the Company become a part of the original contract, except that each item of additional service so installed is subject to the appropriate minimum contract period. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current tariff. Any change in rates or regulations lawfully made acts as a modification of all contracts to that extent without further notice.

Except as otherwise provided in other sections of this tariff, service is furnished for a minimum contract term of one month. The Company also reserves the right to refuse service to those applicants who are indebted to the Company for service previously rendered until the indebtedness is satisfied or payment arrangements made.

FCC DESIGNATED 8-1-1 SERVICES

As mandated by the Federal Communications Commission (FCC), in compliance with the Pipeline Safety Improvement Act of 2002, the abbreviated 811 Dialing Code is established for use by commercial and residential consumers to provide advanced notice of excavation activities to certified “One Call” notification systems entities as a toll free call. The certified “One Call” notification systems entity must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public. 811 Service is provided for the benefit of the certified “One Call” notification systems entity on a special charge treatment basis as detailed in Section 1 Sheet 12 of this tariff. The provision of 811 Dialing Code by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the certified “One Call” notification systems entity.

The maximum liability of the Company for direct damages or losses of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the certified “One Call” notification systems entity for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company will have no liability for any consequential, incidental, or indirect damages or losses, whether or not the customer was aware or should have been aware of the possibility of these damages or losses. The Company is not liable for any losses or damages caused by the negligence or willful misconduct of the certified “One Call” notification systems entity.

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Issued: April 12, 2007

Effective: April 13, 2007

Issued by: Michael P. Sharry, Director Regulatory and Public Affairs
100 CTE Drive, Dallas PA 18612

D. BILLING AND PAYMENTS (cont'd)

2. Deposits

When the Company determines an applicant is a credit risk or when the credit of an existing customer has become doubtful, a deposit may be required as security for the payment of future bills for service. The deposit requested will be in cash or the equivalent of cash and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for prompt payment of bills on presentation.

After service has been established and credit history and treatment demonstrates that the original deposit is not sufficient to safeguard the interests of the Company, the Company may require an adjustment of the deposit not exceeding the local service and toll charge average for a two (2) month period.

Deposits will be returned to depositors who shall have paid promptly undisputed bills during a period of twelve (12) consecutive months. When service is terminated, any balance of the deposit including accrued interest remaining after deduction of all sums due the Company will be returned to the customer. Interest is paid on all deposits at a rate prescribed by the PA PUC.

This tariff is in compliance with the regulations set forth in 52 PA Code Chapter 64, "Standards & Billing Practices for Residential Telephone Services."

3. Charges for Fractional Months

When service is established, discontinued or changed, the charge for service, equipment and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

For purposes of administering this regulation, every month is considered to have thirty (30) days.

4. Payment for Service

The customer is responsible for payment of all charges for service and facilities furnished by the Company to the customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company non-recurring charge is specified, those charges may be passed on to the customer.

D. BILLING AND PAYMENTS (cont'd)

4. Payment for Service (Cont'd)

The customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Services, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes) will only be recovered from those customers residing in the affected jurisdictions. It shall be the responsibility of the customer to pay any such taxes that subsequently become applicable retroactively.

A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipt tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the customer's monthly invoice.

D. BILLING AND PAYMENTS (cont'd)

5. Billing and Collection of Charges

Bills will be rendered monthly to customer.

All service, installation, monthly recurring charges and non-recurring charges are due and payable upon receipt.

The Company shall present bills for recurring charges monthly to the customer, in advance of the month which service is provided. Usage charges will be billed in arrears.

For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

Amounts not paid within 30 days after the date of invoice are considered past due.

All bills rendered by the Company are due on the specified due date of each bill. A late payment charge of 1.25 percent of the overdue portion not including previously imposed interest of the unpaid balance and applicable federal excise tax will be charged to customer accounts with an unpaid balance carried forward on any bill.

A \$20.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

Issued: February 4, 1997

Effective: April 7, 1997

Issued by: Eugene J. Brown, Senior Manager – Carrier Relations
300A Laird Street, Wilkes-Barre, PA 18702

D. BILLING AND PAYMENTS (cont'd)

6. Disputed Bills

The customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may file a complaint with the Pennsylvania Public Utility Commission in accordance with the Commission's rules of procedure.

The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

The date of the resolution is the date the Company completes its investigation and notifies the customer of the disposition of the dispute.

7. Advance Payments

To safeguard its interests, the Company may require a business customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and three months' charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) over a period to be set between the Company and the customer. The advance payment will be credited to the customer's initial bill. An advance payment may be required in addition to a deposit.

D. BILLING AND PAYMENTS (cont'd)

8. Allowance for Service Interruptions

In compliance with 52 PA Code Chapter 64.52:

When main telephone service is interrupted for a period of at least 24 hours, the Company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph 2:

- a. (1) 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative by the Company to the extent of being useless for each of the first three (3) full 24 hour periods during which the interruption continues after notice by the customer of the Company's condition that the out-of-service extends beyond a minimum period of 24 hours.
- (2) 2/30 of each full 24 hour period beyond the first three 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered inoperative to the extent of being useless.
- b. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods, or other conditions beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Company.

D. BILLING AND PAYMENTS (cont'd)

8. Allowance for Service Interruptions (cont'd)

Nothing contained herein and no tariff adopted hereto shall limit any responsibility or liability on the part of the telephone company to a customer which would exist pursuant to law but for this rule and said tariff.

The foregoing allowances shall not be applicable where service is interrupted by the negligence or willful act of the customer or where the Company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in the filed and effective tariff.

9. Discontinuance of Service

Upon non-payment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the customer in accordance with Pennsylvania Code 64.123, discontinue or suspend service without incurring any liability.

Upon violation of any of the other material terms and conditions for furnishing service, the Company may, by giving 30 days' prior notice in writing to the customer, discontinue or suspend service without incurring any liability if such violation continues during that period.

D. BILLING AND PAYMENTS (cont'd)

9. Discontinuance of Service (cont'd)

Upon condemnation of any material portion of the facilities used by the Company to provide service to a customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the customer, may discontinue or suspend service without incurring any liability.

Upon the customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the customer, immediately discontinue or suspend service without incurring any liability.

The Company may discontinue the furnishings of any and/or all service(s) to a customer, without incurring any liability:

Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this subsection.

- a. The customer refuses to furnish information to the Company regarding the customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or
- b. The customer provides false information to the Company regarding the customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or

D. BILLING AND PAYMENTS (cont'd)

9. Discontinuance of Service (cont'd)

- c. The customer has been given a ten (10) day written notice by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the customer either subscribes or had subscribed or used; or
- d. The customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
 - (1) using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this tariff; or
 - (2) using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
 - (3) any other fraudulent means or devices; or
- e. Use of service in such a manner as to interfere with the service of other users; or
- f. Use of service for unlawful purposes.

Immediately upon written notice to the customer of any sum thirty (30) days past due;

Upon ten (10) days' written notice to the customer, after failure of the customer to comply with a request made by the Company for security for the payment of service; or

D. BILLING AND PAYMENTS (cont'd)

9. Discontinuance of Service (cont'd)

Ten (10) days after sending the customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within that ten (10) day period; or

Upon five (5) days' written notice, excluding Sundays and holidays, for non-payment of a bill for service.

The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

Upon the Company's discontinuance of service to the customer, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

E. PROMOTIONAL OFFERINGS

The Company may, from time to time, offer services at reduced rates and/or charges at no rate or charge for promotional, market research, training or experimentation purposes. Promotional Offerings may include a combination of the reduced rates or no charge of monthly and/or reduced or no charge for non-recurring charges. These Promotional Offerings may be limited to certain dates, times, and/or locations, but will not have a duration of longer than six (6) months in any rolling twelve month period which commences as of the effective date of the filed promotion (multiple promotions can occur during this twelve month period). The Company will notify the Commission of any such customer promotional offering no less than one (1) day prior to the commencement of the promotion.

Any eligible customer will be allowed to participate in a promotional offering upon request, provided the Company has the necessary facilities and billing capabilities to permit such participation and is subject to limitations of the central office that provides the customer's local service.

For all promotional offerings which involve usage or monthly rates, the Company will provide customers with a notice of the promotional and post promotional rate(s) for the promoted service(s) at the time the promotional offering is made. Notification of Promotional Offerings shall be accomplished by any one or a combination of the following but not limited to:

- Direct Mail
- Bill Insert
- Broadcast Media
- Newspaper Advertisement
- Telemarketing

All material on this page is new.

SECTION 2

LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

A. LOCAL EXCHANGE SERVICE: The Company's Local Telephone Service provides a customer with the ability to connect to the Company's switching network which enables the customer to:

- place or receive calls to any calling station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service where available;
- access the interexchange carrier selected by the customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access telecommunication Relay Service.

1. Local Calling Areas: Exchanges and zones included in the local calling areas are specified below. NXX's associated with each particular exchange or zone may be found in the telephone directory published by the incumbent local exchange provider in the customer's exchange area. All exchanges and zones listed are in Verizon and Verizon North, Pennsylvania territory.

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Issued: May 29, 2007

Effective: June 29, 2007

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Ambler Exchanges

Ambler	Cheltenham	Conshohocken
Dresher	Elkins Park	Flourtown
Hatboro	Jenkintown	Norristown
NorthWales	Warrington	Willow Grove

Annville Exchanges

Annville	Lebanon	Hershey
Mt. Gretna	Jonestown	Palmyra

Allentown Exchange

Allentown	Bath	Bethlehem
Catasauqua	Coopersburg	Easton
Emmaus	Hellertown	Ironton
Kutztown	Topton	
Nazareth	Newsmithville	Newtripoli
Northampton	Riegelsville	Slatington
Springtown		

Ashland Exchange

Ashland	Frackville	Girardville
Kulpmont	Mt. Carmel	Shenandoah

Auburn

Friedensburg	Orwigsburg	Pine Grove
Pottsville	Auburn	Schuylkill Haven

Bath Exchange

Allentown	Bath	Bethlehem
Catasauqua	Easton	Nazareth
Northampton	Slatington	

Beach Lake

Galilee	Honesdale	Narrowsburg, NY
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Bethlehem Exchange

Allentown	Bath	Bethlehem
Catasauqua	Coopersburg	Easton
Hellertown	Ironton	Nazareth
Northampton	Riegelsville	Slatington
Springtown		

Bernville

Bernville	Frystown	Hamburg
Robesonia	Womelsdorf	Reading

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Berwick Exchange

Berwick	Shickshinny	Bloomsburg
Wapwallopen		

Bloomsburg Exchange

Berwick	Millville	Bloomsburg
Numidia	Catawissa	Orangeville
Danville	Washingtonville	

Buckingham

Buckingham	Carversville	Doylestown
New Hope	Phil Sub Zone 45	Wycombe

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Bushkill Exchange

Bushkill	Lords Valley	Stroudsburg, NJ
Stroudsburg, Pa		

Carbondale

Carbondale	Jermyn	Chapman Lake
Olyphant	Clifford	Scranton
Forest City	Waymart	

Carversville

Bedminster	Buckingham	Carversville
Doylestown	Dublin	New Hope
Plumsteadville	Wycombe	

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

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Section 2
 Fifth Revised Sheet 4
 Canceling Fourth Revised Sheet 4

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Catasaqua

Allentown	Ironton
Bath	Nazareth
Bethlehem	Northampton
Catasaqua	Riegelsville
Easton	Slatington
Hellertown	Springtown

Catawissa

Bloomsburg	Catawissa
Danville	Elysburg
Numidia	

Center Point

Center Point	Collegeville
Harleysville	Lansdale
Phil Sub Zone 30	North Wales
Schwenksville	

Chester Springs

Chester Springs	Eagle
Exton	Phil Sub Zone 28
Phoenixville	Pughtown
Royersford	

Collegeville

Center Point	Collegeville
Green Lane	Harleysville
Lansdale	North Wales
Phil Sub Zone 29	Phil Sub Zone 30
Phil Sub Zone 31	Phoenixville
Pottstown	Royersford
Schwenksville	Souderton

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Sixth Revised Sheet 5
Canceling Fifth Revised Sheet 5

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Conshohocken

Ambler	Conshohocken
Ardmore	Flourtown
Bryn Mawr	Norristown
Center Point	Phil. Zone 3
Collegeville	Wayne

Cresco

Cresco	Lords Valley
Mount Pocono	Newfoundland
Stroudsburg	

Danville

Bloomsburg	Northumberland
Catawissa	Sunbury
Danville	Washingtonville
Elysburg	

Dauphin Exchange

Dauphin	Harrisburg (zone 1)
Halifax	

Delta

Airville	Delta
Fawn Grove	Cardiff, MD

Dover

Dillsburg	Dover
East Berlin	Manchester
York	

Doylestown

Buckingham	Carversville
Doylestown	Dublin
Line Lexington	Phil Sub Zone 45
Plumsteadville	Wycombe

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Sixth Revised Sheet 6
Canceling Fifth Revised Sheet 6

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Dublin

Bedminster	Buckingham
Carversville	Doylestown
Dublin	Lansdale
Line Lexington	Perkasie
Plumsteadville	Quakertown
Souderton	

Eagle

Chester Springs	Coatesville
Downingtown	Eagle
Exton	Glenmoore
Phil Sub Zone 28	Phoenixville
Pughtown	Royersford
West Chester	

Easton

Allentown	Nazareth
Bethlehem	Phillipsburg NJ
Bloombury NJ	Riegelsville
Catasaqua	Springtown
Easton	Upper Black Eddy
Hellertown	

Elysburg

Catawissa	Danville
Elysburg	Kulpmont
Mt. Carmel	Numidia
Shamokin	Sunbury

Emmaus

Allentown	Bethlehem
Emmaus	Ironton

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Fifth Revised Sheet 7
Canceling Fourth Revised Sheet 7

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Exton

Chester Springs	Coatesville
Downingtown	Eagle
Exton	Glenmoore
Lanape	Mortonville
Phil Sub Zone 28	Pughtown
West Chester	Westtown

Fawn Grove

Delta	Fawn Grove
Stewartstown	Jarrettsville, MD
Cardiff, MD	

Fleetwood

Fleetwood	Kutztown
Leesport	Oley
Reading	Topton

Frackville

Ashland	Frackville
Girardville	Mahanoy City
Minersville	Pottsville
Saint Clair	Shanandoah

Freeland

Freeland	Hazleton
McAdoo	Weatherly
White Haven	

Friedensburg

Auburn	Friedensburg
Orwigsburg	Pine Grove
Pottsville	Schuylkill Haven

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

<u>Frystown</u>	
Bernville	Frystown
Jonestown	Myerstown
Lebanon	
<u>Glen Rock</u>	
Glen Rock	Jefferson
Loganville	Stewartstown
York	
<u>Glenmoore</u>	
Chester Springs	Coatesville
Downingtown	Eagle
Exton	Green Hills
Glenmoore	Honey Brook
Morgantown	Parkesburg
Pughtown	West Chester
<u>Green Lane</u>	
Center Point	Collegeville
Green Lane	Harleysville
Lansdale	Pennsburg
Perkasie	Quakertown
Schwenksville	Souderton
Sassamansville	
<u>Halifax Exchange</u>	
Dauphin	Elizabethville
Halifax	Harrisburg Zone 1
Millersburg	
<u>Hamburg</u>	
Hamburg	Kempton
Leesport	Reading

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Hamlin

Hamlin	Lake Ariel
Moscow	Newfoundland
Olyphant	Scranton
Wallenpaupack	

Harleysville

Center Point	Collegeville
Green Lane	Harleysville
Lansdale	Line Lexington
North Wales	Perkasie
Phil Sub Zone 30	Schwenksville
Souderton	

Harrisburg (zone 1)

Dauphin	Lewisberry
Halifax	Marysville
Harrisburg (zone 1)	Mechanicsburg
Harrisburg (zone 2)	Middletown
Hershey	Shellsville
Hummelstown	

Harrisburg (zone 2)

Harrisburg (zone 1)	Hummelstown
Harrisburg (zone 2)	Middletown
Hershey	

Hatboro

Ambler	Feasterville-Churchville
Bethayres	Hatboro
Huntindon	Willow Grove
Cheltenham	Warrington
Elkins Park	Jenkintown
Southampton	

Hawley

Hawley	Honesdale
Lords Valley	Newfoundland
Wallenpaupack	

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
 Seventh Revised Sheet 9
 Canceling Sixth Revised Sheet 9

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Hazleton

Conyngham	Nuremburg
Freeland	Weatherly
Hazleton	White Haven
McAdoo	

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Hellertown

Allentown	Bethlehem
Catasauqua	Easton
Hellertown	Riegelsville
Springtown	

Hershey

Annville	Hummelstown
Elizabethtown	Lebanon
Hershey	Middletown
Harrisburg (zone 1)	Palmyra
Harrisburg (zone 2)	Shellsville

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Honesdale

Beach Lake	Galilee
Hawley	Honesdale
Lake Ariel	Lords Valley
Pleasant Mount	South Canaan
Wallenpaupack	Waymart

Hummelstown Exchange

Harrisburg (zone 1)	Harrisburg (zone 2)	Middletown
Palmyra	Hershey	Shellsville
Hummelstown		

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Jefferson

Glen Rock	Hanover
Spring Grove	York
Jefferson	

Jermyn Exchange

Carbondale	Olyphant	Chapman Lake
Scranton	Jermyn	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Sixth Revised Sheet 9A
Canceling Fifth Revised Sheet 9A

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

<u>Jim Thorpe</u>			(C)
Jim Thorpe	Lehighton	Nesquehoning	
Weatherly	White Haven		
<u>Jonestown</u>			
Frystown	Jonestown	Shellsville	
Annville	Lebanon		
<u>Kempton</u>			
Allentown	Hamburg	Kempton	
Kutztown	New Smithville	New Tripoli	
<u>Kingston</u>			
Centermoreland	Pittston	Dallas	
Plymouth	Harveys Lake	Trucksville	
Kingston	Wilkes-Barre	Nanticoke	
Mountaintop	Wyoming		
<u>Kulpmont</u>			(C)
Ashland	Elysburg	Kulpmont	
Mt. Carmel	Shamokin		
<u>Kutztown</u>			
Allentown	Fleetwood	Kempton	
Kutztown	Reading	Topton	
<u>Lake Ariel</u>			
Hamlin	Honesdale	Lake Ariel	
Newfoundland	Olyphant	Scranton	
South Canaan	Wallenpaupack	Waymart	
<u>Lancaster</u>			
Intercourse	Mount Joy		
Lancaster	Mountville		
Landisville	New Holland		
Leola	Quarryville		
Lititz	Rawlinsville		
Manheim	Strasburg		
Millersville			

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
 Third Revised Sheet 9B
 Canceling Second Revised Sheet 9B

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Landisville

Lancaster	Landisville	Lititz
Manheim	Millersville	Mount Joy
Mountville	Strasburg	

Lansdale

Center Point	Harleysville	Lansdale
Line Lexington	North Wales	Souderton

Lebanon Exchange

Annville	Mt. Gretna
Frystown	Myerstown
Hershey	Palmyra
Jonestown	Schaefferstown
Lebanon	

Line Lexington

Doylestown	Dublin	Harleysville
Lansdale	Line Lexington	North Wales
Perkasie	Phil Sub Zone 45	Souderton

Lords Valley

Bushkill	Cresco	Hawley
Honesdale	Lords Valley	Mt. Pocono
Newfoundland	Stroudsburg	Wallenpaupack

Loyalsock

Loyalsock	Muncy	Trout Run
Williamsport		

Mahanoy City

Frackville	Girardville	Lakewood
Mahanoy City	Shenandoah	Tamaqua

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(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Manchester Exchange

Dover York

Mantzville

Lehighton Mantzville McKeansburg
 Tamaqua

McAdoo

Freeland Hazleton McAdoo
 Tamaqua Weatherly

McKeansburg

Mantzville McKeansburg Orwigsburg
 Pottsville Schuylkill Haven

Mechanicsburg Exchange

Dillsburg Lewisberry
 Mechanicsburg Harrisburg (zone 1)

Middletown Exchange

Elizabethtown Hershey
 Harrisburg (zone 1) Hummelstown
 Harrisburg (zone 2) Middletown

Millersville

Lancaster Landisville Millersville
 Mountville Strasburg

Milton

Lewisburg Mifflinburg
 Milton Northumberland
 Sunbury Washingtonville
 Watsontown

Minersville

Frackville Minersville
 New Philadelphia Orwigsburg
 Pottsville Saint Clair
 Schuylkill Haven Tremont

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A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Moosic Exchange

Moosic	Taylor
Pittston	Wyoming
Scranton	

Morrisville

Ewing, NJ	Morrisville
Newtown	Phil Sub Zone 42
Phil Sub Zone 43	Phil Sub Zone 44
Trenton, NJ	Yardley

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Moscow Exchange

Hamlin	Scranton
Moscow	Wallenpaupack
Newfoundland	

Mountaintop Exchange

Kingston	Nuangola
Mountaintop	Plymouth
Nanticoke	Wilkes-Barre

Mount Carmel

Ashland	Elysburg
Kulpmont	Mount Carmel
Shamokin	

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Mount Gretna Exchange

Annville	Mt. Gretna
Lebanon	Palmyra

Mount Pocono Exchange

Cresco	Newfoundland
Lords Valley	Stroudsburg
Mt. Pocono	

Myerstown

Frystown	Myerstown
Schaefferstown	Lebanon
Womelsdorf	

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A. LOCAL EXCHANGE SERVICE: (cont'd)1. Local Calling Areas (cont'd)Nanticoke Exchange

Kingston	Nuangola
Mountaintop	Plymouth
Nanticoke	Wilkes-Barre

Nazareth Exchange

Allentown	Catasaqua
Bath	Easton
Bethlehem	Nazareth

Nesquehoning

Jim Thorpe	Lansford
Lehighton	Nesquehoning

Newfoundland

Cresco	Hamlin
Hawley	Lake Ariel
Lords Valley	Moscow
Mt. Pocono	Newfoundland
Wallenpaupack	

New Smithville

Allentown	Ironton
Kempton	New Smithville
New Tripoli	

New Tripoli

Allentown	Kempton
New Smithville	New Tripoli
Slatington	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)1. Local Calling Areas (cont'd)Norristown Exchange

Ambler	Norristown
Center Point	North Wales
Collegeville	Phoenixville
Conshohocken	Royersford
Harleysville	Schwenksville
Lansdale	Wayne
Valley Forge	

Northampton

Allentown	Bath
Bethlehem	Catasauqua
Ironton	Northampton
Slatington	

Northumberland

Danville	Milton
Northumberland	Sunbury

Olyphant Exchange

Carbondale	Lake Ariel
Chapman Lake	Olyphant
Hamlin	Scranton
Jermyn	Taylor

Orwigsburg

Auburn	Minersville
New Philadelphia	Orwigsburg
Pottsville	Saint Clair
Schuylkill Haven	

Palmyra Exchange

Annville	Lebanon
Harrisburg (zone 1)	Mt. Gretna
Hershey	Palmyra
Hummelstown	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)1. Local Calling Areas (cont'd)

<u>Pennsburg</u>	
Bally	Green Lane
Pennsburg	Perkasie
Quakertown	Sassamansville
Souderton	

<u>Pine Grove</u>	
Auburn	Friedensburg
Pine Grove	Tremont

<u>Pittston Exchange</u>	
Harding	Scranton
Kingston	Taylor
Moosic	Wilkes-Barre
Pittston	Wyoming

<u>Plumsteadville</u>	
Bedminster	Buckingham
Carversville	Doylestown
Dublin	Ferndale
Line Lexington	New Hope
Perkasie	Plumsteadville
Quakertown	

<u>Plymouth Exchange</u>	
Kingston	Plymouth
Mountaintop	Wilkes Barre
Nanticoke	

<u>Pottstown Exchange</u>	
Boyertown	Pughtown
Collegeville	Royersford
Douglassville	Sassamansville
Phoenixville	Schwenksville
Pottstown	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Pottsville Exchange

Auburn	Orwigsburg
Frackville	Pottsville
Friendensburg	St. Clair
Minersville	Schuylkill Haven
New Philadelphia	Tamaqua

Quakertown

Bedminster	Dublin
Ferndale	Green Lane
Pennsburg	Perkasie
Plumsteadville	Quakertown
Souderton	Springtown

Reading Exchange

Adamstown	Morgantown
Bernville	Oley
Birdsboro	Reading
Fleetwood	Robesonia
Green Hills	Topton
Hamburg	Womelsdorf
Kutztown	Yellow House
Leesport	

Red Lion

Brogue	Loganville
Red Lion	York

Riegelsville

Allentown	Bethlehem
Catasauqua	Easton
Ferndale	Hellertown
Milford, NJ	Phillipsburg, NJ
Riegelsville	Springtown
Upper Black Eddy	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Original Sheet 9IA. LOCAL EXCHANGE SERVICE: (cont'd)1. Local Calling Areas (cont'd)

<u>Robesonia</u>	
Bernville	Reading
Robesonia	Womelsdorf
<u>Sayre Exchange</u>	
Sayre	Waverly, NY
<u>Schaefferstown</u>	
Myerstown	Lebanon
Schaefferstown	Womelsdorf
<u>Schuylkill Haven</u>	
Auburn	Friedensburg
Minersville	New Philadelphia
Orwigsburg	Pottsville
Saint Clair	Schuylkill Haven
<u>Schwenksville</u>	
Center Point	Collegeville
Green Lane	Harleysville
Lansdale	Perkasie
Phil Sub Zone 30	Pottstown
Royersford	Sassamansville
Schwenksville	Souderton
<u>Scranton Exchange</u>	
Clarks Summit	Moosic
Dalton	Moscow
Factoryville	Olyphant
Hamlin	Pittston
Jermyn	Scranton
Lake Ariel	Taylor
Lake Winola	Wyoming
<u>Selinsgrove</u>	
Beaker Springs	Middleburg
Mount Pleasant Mills	Selinsgrove
Sunbury	

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)1. Local Calling Areas (cont'd)Shamokin

Elysburg	Kulpmont
Mt. Carmel	Shamokin
Sunbury	Trevorton

Shellsville Exchange

Jonestown	Harrisburg (zone 1)
Hummelstown	Hershey

Shenandoah

Ashland	Frackville
Girardsville	Mahanoy City
Ringtown	Shenandoah

Slatington

Allentown	Bath
Bethlehem	Catasauqua
Ironton	New Tripoli
Northampton	Slatington

Souderton

Center Point	Collegeville
Doylestown	Dublin
Green Lane	Harleysville
Lansdale	Line Lexington
North Wales	Pennsburg
Perkasie	Quakertown
Schwenksville	Souderton

Spring Grove

Hanover	Jefferson
Spring Grove	York

Stewartston

Fawn Grove	Glen Rock
Red Lion	Stewartston
York	Jarrettsville, MD

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Senior Manager – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

<u>Strasburg</u>		(C)
Gap	Millersville	
Intercourse	Quarryville	
Lancaster	Rawlinsville	
Landisville	Strasburg	(C)
<u>Stroudsburg</u>		
Bushkill	Saylorsburg	
Cresco	Stroudsburg	
Lords Valley	Stroudsburg, NJ	
Mount Pocono		(C)
<u>Sunbury</u>		
Danville	Elysburg	
Milton	Northumberland	
Selinsgrove	Shamokin	
Sunbury		
<u>Tamaqua</u>		
Lakewood	Lansford	
Mahanoy City	McAdoo	
New Philadelphia	Pottsville	
Tamaqua		(C)
<u>Taylor</u>		
Moosic	Scranton	
Olyphant	Taylor	
Pittston	Wyoming	
<u>Valley Forge (Phil Sub Zone 29)</u>		
Phil Sub Zone 26	Phil Sub Zone 28	
Phil Sub Zone 30	Collegeville	
Phoenixville	Royersford	
Valley Forge		(C)
<u>Wallenpaupack</u>		
Hamlin	Lords Valley	
Hawley	Moscow	
Honesdale	Newfoundland	
Lake Ariel	Wallenpaupack	

(C) INDICATES CHANGE

Issued: April 11, 2007

Effective: May 11, 2007

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
 First Revised Sheet 9L
 Canceling Original Sheet 9L

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

<u>Washingtonville</u>		
Bloomsburg		Milton
Danville		Turbotville
Millville		Washingtonville

<u>White Haven</u>		
Freeland		Hazleton
Jim Thorpe		Weatherly
White Haven		

<u>Wilkes-Barre Exchange</u>		
Centermoreland		Nuangola
Dallas		Pittston
Harveys Lake		Plymouth
Kingston		Trucksville
Mountaintop		Wilkes-Barre
Nanticoke		Wyoming

<u>Williamsport Exchange</u>		
Jersey Shore		Trout Run
Loyalsock		Williamsport
Oval		

<u>Womelsdorf</u>		
Bernville		Myerstown
Robesonia		Reading
Schaefferstown		Womelsdorf

<u>Wyoming Exchange</u>		
Kingston		Taylor
Moosic		Wilkes-Barre
Pittston		Wyoming
Scranton		

(C)
 |
 |
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(C) INDICATES CHANGE

Issued: March 07, 2007

Effective: April 06, 2007

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
 100 CTE Drive, Dallas, PA 18612

CTSI, LLC

Section 2
Original Sheet 9M

A. LOCAL EXCHANGE SERVICE: (cont'd)

1. Local Calling Areas (cont'd)

Yardley

Ewing, NJ

New Hope

Phil Sub Zone 42

Phil Sub Zone 44

Wycombe

Morrisville

Newtown

Phil Sub Zone 43

Trenton, NJ

Yardley

York Exchange

Dover

Loganville

Manchester

Red Lion

Spring Grove

Wrightsville

York

(C) INDICATES CHANGE

Issued: October 19, 2006

Effective: October 20, 2006

Issued by: Michael P. Sharry, Senior Manager – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Second Revised Sheet 10
Canceling First Revised Sheet 10

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 8 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Original Sheet 10A

Material on this sheet previously located on Sheet 10

Issued: October 1, 1998

Effective: December 19, 1998

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
207 House Avenue, Suite 107, Camp Hill, PA 17011

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 13A
Canceling Original Sheet 13A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Second Revised Sheet 15A
Canceling First Revised Sheet 15A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Second Revised Sheet 15B
Canceling Original Sheet 15B

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Second Revised Sheet 15C
Canceling Original Sheet 15C

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
Second Revised Sheet 22A
Canceling Original Sheet 22A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 30A
Canceling Original Sheet 30A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 30B
Canceling Original Sheet 30B

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 32A
Canceling Original Sheet 32A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 34B
Canceling Original Sheet 34B

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 37A
Canceling Original Sheet 37A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

Supplement No. 19 - Telephone - PA P.U.C. No. 1

CTSI, Inc.

Section 2
First Revised Sheet 38A
Canceling Original Sheet 38A

Reserved for Future Use

Issued: May 8, 2001

Effective: June 18, 2001

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

B. NETWORK ACCESS LINE

A Network Access Line provides the customer with a single, voice-grade Communications channel. Each Network Access Line will include a telephone number.

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES

1. Residence Service Offerings - Grandfathered as of May 18, 2019

(C)

- a. Local Exchange Service with Optional Calling Services Package – Provides the customer with unlimited calling to those exchanges identified in the Local Exchange Service portion of this tariff. Additionally, this service includes the following Optional Calling Service features at no additional charge:

Caller ID with number
900 Blocking
Call Forwarding
Call Waiting
Repeat Call
Return Call
Three-Way Calling

- b. Local Exchange Service with Optional Calling Services and 400 Minutes Domestic Long Distance – Provides the customer with unlimited calling to those exchanges identified in the Local Exchange Service portion of this tariff. Additionally, this service includes the following Optional Calling Service features at no additional charge:

Caller ID with number
900 Blocking
Call Forwarding
Call Waiting
Repeat Call
Return Call
Three-Way Calling
400 Minutes of Domestic Long Distance

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

1. Residence Service Offerings (cont'd)

c. Reserved for Future Use

d. Reserved for Future Use.

(C)

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring

Local Service with Optional Calling Services Packages ¹ Grandfathered	\$21.99	(C)
Local Service with Optional Calling Services and 400 Minutes of Domestic Long Distance ¹ Grandfathered	\$39.99	(C)
Local Service ¹ Grandfathered	\$16.45	(C)
<u>Basic Connections</u> ¹ Grandfathered	\$21.99	(C)
Includes Local Service with the following Optional Calling Services: Call Waiting, Caller ID with Name, 3-Way Calling, Speed Dial, Call Forward, Repeat Call (*66), Call Block, Priority Call, Select Call Forward, Personal Ring, Return Call (*69), Call Screening		
<u>Essential Connections</u> ¹ Grandfathered	\$25.99	(C)
Includes Local Service with the following Optional Calling Services: Call Waiting, Caller ID with Name, 3-Way Calling, Speed Dial, Call Forward, Repeat Call (*66), Call Block, Priority Call, Select Call Forward, Personal Ring, Return Call (*69), Call Screening, Voice Mail*		
<u>Enhanced Connections</u> ¹ Grandfathered	\$34.99	(C)
Includes Local Service with the following Optional Calling Services: Call Waiting, Caller ID with Name, 3-Way Calling, Speed Dial, Call Forward, Repeat Call (*66), Call Block, Priority Call, Select Call Forward, Personal Ring, Return Call (*69), Call Screening, Voice Mail* and 2 Hours of Domestic Long Distance for residential voice use only		

* Listed for informational purposes only

¹ This service offering is grandfathered as of May 18, 2019. (C)

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

<p><u>Enhanced Connections Plus</u>¹ Grandfathered</p> <p>Includes Local Service with the following Optional Calling Services: Call Waiting, Caller ID with Name, 3-Way Calling, Speed Dial, Call Forward, Repeat Call (*66), Call Block, Priority Call, Select Call Forward, Personal Ring, Return Call (*69), Call Screening, Voice Mail* and 5 Hours of Domestic Long Distance for residential voice use only</p>	<p>\$44.99</p>	<p>(C)</p>
<p><u>Unlimited Connections</u>¹ Grandfathered</p> <p>Includes Local Service with the following Optional Calling Services: Call Waiting, Caller ID with Name, 3-Way Calling, Speed Dial, Call Forward, Repeat Call (*66), Call Block, Priority Call, Select Call Forward, Personal Ring, Return Call (*69), Call Screening, Voice Mail* and Unlimited Domestic Long Distance for residential voice use only</p>	<p>\$49.99</p>	<p>(C)</p>

¹ This service offering is grandfathered as of May 18, 2019. (C)

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
 100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Digital Phone Service ¹ is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge. (C)

<u>Product</u>	<u>Rate</u>	
Digital Phone Bundle: ¹ Grandfathered	\$24.99**	(C)

- Primary Line with:
- Call Forward Busy; No Answer
 - Call Waiting
 - Caller ID with Name
 - Message Waiting Indicator

Regulations

- a. Digital Phone Bundle is available where technically feasible.
- b. Features provided subject to individual service regulations as specified in the applicable sections of the tariff.
- c. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
- d. Non-payment or partial payment of bill may result in the removal of bundled service.
- e. Additional features may be added or deleted without service order charge; additional features may be eligible for discount during bundle term ranging from 1 to 2 years.
- f. No discounts are provided 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 bundled offering. All other surcharges and taxes will apply.

** Contingent upon subscription to unlimited long distance plan; terms and conditions of unlimited long distance available on our website.

¹ This service offering is grandfathered as of May 18, 2019. (C)

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
 100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Digital Phone Service ¹ is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

<u>Product</u>	<u>Rate</u>	
Digital Phone Enhanced Feature Package:	\$6.49	(I)
<ul style="list-style-type: none"> • Return Call • Repeat Call • Call Forwarding • 3- Way Calling • Speed Calling 		

The Digital Phone Enhanced Feature Package is a multi- feature package available to subscribers of the Digital Phone Bundle for the monthly rate listed above.

¹ This service offering is grandfathered as of May 18, 2019.

CTSI, LLC d/b/a
 Frontier Communications, CTSI, LLC

Section 2
 First Revised Sheet 44D
 Cancels Original Sheet 44D

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Digital Phone Service is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

<u>Product</u>	<u>Rate</u>
Digital Phone Bronze +	\$19.99**

Primary Line with:

- Call Waiting
- Caller ID with Name

For informational purposes only: Subscribers of Digital Phone Bronze have the option of adding a voice mail feature for a separate monthly rate.

Regulations

- a. Digital Phone Bronze is grandfathered service limited to existing subscribers at existing locations.
- b. Features provided subject to individual service regulations as specified in the applicable sections of the tariff.
- c. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
- d. Non-payment or partial payment of bill may result in the removal of the bundled service.
- e. Additional features may be added or deleted without service order charge.
- f. No discounts are provided 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 bundled offering. All other surcharges and taxes will apply.

** Contingent upon subscription to an unlimited long distance plan, which may include a monthly discount; terms and conditions of unlimited long distance available on the Company's website.

+ This bundle was previously called Digital Phone Essentials

(C) Indicates Change

Issued: May 19, 2009

Effective: June 19, 2009

Issued by: Michael P. Sharry, State Director – Government and External Affairs
 100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Digital Phone 100¹ is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge. (C)

<u>Product</u>	<u>Rate</u>	
Digital Phone 100 ¹ - Grandfathered	\$18.99**	(C)
Primary Line with:		
• Speed Calling		
Additional Features		
One Feature	\$ 5.99	
Two Features	\$ 7.99	
Three Features	\$ 9.99	
All Features	\$12.99	

For informational purposes only: Subscribers of Digital Phone 100 have the option of adding a voice mail feature for a separate monthly rate.

Regulations

- a. Digital Phone 100 is available where technically feasible.
- b. Features provided subject to individual service regulations as specified in the applicable sections of the tariff.
- c. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
- d. Non-payment or partial payment of bill may result in the removal of the bundled service.
- e. Additional features may be added or deleted without service order charge.
- f. No discounts are provided 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 bundled offering. All other surcharges and taxes will apply.

** Contingent upon subscription to an unlimited long distance plan, which may include a monthly discount; terms and conditions of unlimited long distance available on the Company's website.

¹ This service offering is grandfathered as of May 18, 2019. (C)

(C) INDICATES CHANGE

Issued: April 18, 2019

Effective: May 18, 2019

Issued by: Regulatory Affairs Director
 100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited (Challenger)

General

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

Basic Bundle

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

Feature Package

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

Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible and is limited to Frontier's network.
- 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.

CTSI, LLC d/b/a Frontier Communications, CTSI, LLC.

Section 2
First Revised Sheet 44G
Canceling Original Sheet 44G

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited (Challenger) (cont'd)

Regulations (cont'd)

- 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 Offering ¹ 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. (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. 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 time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 9. All other applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

Issued: May 12, 2020

Effective: June 12, 2020

CTSI, LLC d/b/a Frontier Communications, CTSI, LLC.

Section 2
Fourth Revised Sheet 44H
Canceling Third Revised Sheet 44H

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited (Challenger) (cont'd)

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 3 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	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited Plus (Challenger)

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	

Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible and is limited to Frontier's network.
- 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.

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited Plus (Challenger) (cont'd)

Regulations (cont'd)

- 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. (C)
 - 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. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All other applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

CTSI, LLC d/b/a Frontier Communications, CTSI, LLC.

Section 2
Fourth Revised Sheet 44K
Canceling Third Revised Sheet 44K

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Digital Phone Unlimited Plus (Challenger) (cont'd)

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 3 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	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

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¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Residential Unlimited Voice Service

General

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

Basic Bundle

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

Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable 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.

Issued: August 18, 2020

Effective: September 20, 2020

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

2. Residential Rates – Monthly Recurring (cont'd)

Frontier Residential Unlimited Voice Service (cont'd)

Regulations (cont'd)

- 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, 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.

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:

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

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings

Local Service – Provides the customer with unlimited calling to those exchanges identified in the Local Exchange portion of this tariff.

* Listed for informational purposes only

a. Business Essential Package

Includes unlimited local calling and telephone number retention

*1 year service agreement

Lines 1-10\$26.99

Lines 11-19\$25.99

Lines 20 and over\$24.99

b. Business Builder Package

Includes unlimited local calling and telephone number retention

Choice of three of the following features:

- | | | |
|--------------------|----------------|-------------------------|
| *Call Waiting | *Call Transfer | *Call Block |
| *Three-Way Calling | *Priority Call | *Select Call Forward |
| *Call Forwarding | *Return Call | *Call Forward No Answer |
| *Repeat Call | *Speed Calling | *Call Forward Busy |

*1 year service agreement

Lines 1-10\$27.99

Lines 11-19\$26.99

Lines 20 and over\$25.99

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(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

c. Business Advantage Package

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Includes unlimited local calling and telephone number retention

Choice of Voice Mail or Caller ID with name and number

Choice of five of the following features:

- | | | |
|--------------------|----------------|-------------------------|
| *Call Waiting | *Call Transfer | *Call Block |
| *Three-Way Calling | *Priority Call | *Select Call Forward |
| *Call Forwarding | *Return Call | *Call Forward No Answer |
| *Repeat Call | *Speed Calling | *Call Forward Busy |

*1 year service agreement

Lines 1-10.....\$29.99

Lines 11-19.....\$28.99

Lines 20 and over\$27.99

d. Business Assistant Package

2 Lines included – 2nd line is a basic featureless line – unlimited local calling on both lines

Choice of Caller ID with name and number or Voice Mail on main line

Choice of five of the following features:

- | | | |
|-------------------------|----------------------|------------------------------|
| *Call Waiting | *Call Forwarding | *Three-Way Calling |
| *Speed Calling | *Select Call Forward | *Return Call |
| *Repeat Call | *Priority Call | *Call Block |
| *Personal Ringing | *Call Forward Busy | *Power Passkey call transfer |
| *Call Forward No Answer | | |

*1 year service agreement

\$51.99 per month

(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

h. Frontier Simply Unlimited Service

General

Frontier Simply Unlimited Service-Challenger is a package offering available to Business customers that subscribe to a maximum of Twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail (non-regulated) and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Flat Rate Business Line
Call Forwarding Busy/Don't Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail Voice Mail (non-regulated)
Caller ID w/Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69
Three-Way Calling	Call Transfer
Speed Dialing - Eight or Thirty Number Capacity	Caller ID Blocking
Distinctive Ringing	Busy Redial
Multiline Hunt Service	Call Forwarding
Anonymous Call Block	Call Forwarding –Busy Line
Call Forwarding Don't Answer	Call Waiting ID
Priority Call	Select Call Forwarding
Special Call Acceptance	Call Block

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

h. Frontier Simply Unlimited Service (cont'd)

Regulations

- a. The package 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 Simply Unlimited Service- includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the package without incurring a Service Connection Charge.
- f. The package rate will appear as a single line item on the customer's bill.
- g. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
- h. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- i. The package is offered on a month-to-month basis.
- j. Bundles four through twelve are given an additional discount.

Issued: December 17, 2012

Effective: January 16, 2013

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

h. Frontier Simply Unlimited Service (cont'd)

Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service	\$38.99
Additional Package	23.99
Frontier Business All In Feature Package	4.99

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

i. Frontier OneVoice

General

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

Basic Bundle

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

Premium Feature Package

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

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

i. Frontier OneVoice (cont'd)

Regulations

- a. The package 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 package without incurring a Service Connection Charge.
- f. The package rate will appear as a single line item on the customer's bill.
- g. The package is available only to customers who are served from a central office in which services in the package 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 package is offered on a month-to-month basis, one, two or three year term basis.

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CTSI, LLC d/b/a
Frontier Communications CTSI, LLC

Section 2
First Revised Sheet 54
Canceling Original Sheet 54

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

3. Business Service Offerings (cont'd)

i. Frontier OneVoice (cont'd)

Rates and Charges

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

Monthly Rate

Monthly Rate Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	29.99
Premium Feature Package	9.99

Issued: July 16, 2020

Effective: August 16, 2020

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

C. LOCAL EXCHANGE SERVICE OFFERINGS AND RATES (cont'd)

4. Rural Digital Opportunity Fund

Monthly Rate

R1/B1 Access Line *

\$50.00

- * Concurrent with the effective date of the Company's funding from the FCC's Rural Digital Opportunity Fund ("RDOF"), and as may be required for compliance with RDOF or any successor or related program, this service is available as a stand-alone basic service in areas that the Company has been designated an Eligible Telecommunications Carrier (ETC). Lifeline discounts will be available for eligible customers. Installation Fees of \$35.00 will apply.
- * The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology.

Issued: September 24, 2021

Effective: October 25, 2021

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

SECTION 3

SERVICE CHARGES

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(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

A. DEFINITIONS

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment and other telephone facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

1. Service Order Charge

Applicable for receiving information and taking action in connection with a customer's or applicant's request.

2. Premises Visit Charge

Applicable for a required trip to customer's premises in connection with establishment of service, rearrangement of service, or installation of Company owned equipment when requested by the customer.

3. Central Office Network Access Charge

Applicable for testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to the protector on the customer's premises.

4. Work Charge

Applicable for work done on the customer's premises in connection with the installation, move or change of each item of Company owned equipment as specified in other sections of the tariff.

A. DEFINITIONS (cont'd)

5. Restoration Charge

Applicable for restoral of service following a temporary suspension of such service.

B. APPLICATIONS

1. General

Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the move of service from one premise to another.

Changes in locations or terminations to points outside the customer's premises are considered new installations at the new location.

The non-recurring charge applicable for the establishment of Foreign Exchange Service is the total of those non-recurring charges applicable within the local and foreign exchanges.

The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified below.

B. APPLICATIONS (cont'd)

1. General (cont'd)

Incorporated in this section is the assumption that the customer will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the customer insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the customer will be charged for at the levels specified in C., Schedule of Charges. Other activity necessitated by requests of the customer such as work during other than normal business hours will be charged for at levels not to exceed differential costs of labor. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff.

a. Service charges do not apply for:

- (1) Normal maintenance and repair of the Company's equipment and service including work functions which are not required due to the customer's request.
- (2) An upgrade or downgrade of class of service.
- (3) Company initiated orders, e.g., a number change required by a cutover or regrade, etc.

B. APPLICATIONS (cont'd)

1. General (cont'd)

- (4) Record orders issued for corrective purposes.
- (5) Change or correction in name or billing address for widows or widowers only when there is no connection, disconnection, move or change in service.
- (6) No service charges apply for disconnection, discontinuance or removal of equipment or service.
- (7) No service charge applies for the reestablishment of same or equivalent service as determined by the telephone company, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new location, or for reestablishment of service at the same location for other than the previous customer.

2. Service Order Charge

Only one service order charge is applicable for requests for the same customer made at one time, for service at one premise, with the same requested completion date.

a. Primary service order charge

- (1) Applicable only for initial connection or establishment of telephone service.

B. APPLICATIONS (cont'd)

2. Service Order Charge (cont'd)

b. Secondary service order charge

- (1) Applicable to all other customer requests for installing, moving, changing or rearranging telephone service and miscellaneous Company owned equipment.

3. Premises Visit Charge

Premises Visit Charges are applicable:

- a. If a premises visit is required to complete any requested work on the customer's premises except as provided in d. below.
- b. For visits to each premises required due to the customer's request.
- c. For each return visit to the customer's premises which is required due to requests of or limitations imposed by the customer.
- d. The premises visit charge does not apply for:
- (1) Return trips to the same premises required due to time, equipment or service limitations of the Company.
- (2) Removal of Company owned equipment or service.

B. APPLICATIONS (cont'd)

4. Central Office Network Access Charge

- a. The central office network access charge applies to work performed in the central office and extending to the point of connection at the customer's premises. The charge applies for work including but not limited to:
 - (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines and local tie lines (one charge per item).
 - (2) Number change on a local exchange central office network access or trunk (one charge per item).
 - (3) Restoration of service.
- b. Charges, if any, applicable to central office work in exchanges of other companies are those applicable for that company.
- c. Central office network access charges do not apply for:
 - (1) Transfer of service from one customer to another when there is no lapse in service.

5. Work Charge

- a. A work charge is applicable for work done at the customer's location in connection with the installation, move or change of each item of Company owned equipment or service as specified in other sections of the tariff.

B. APPLICATIONS (cont'd)

5. Work Charge (cont'd)

- b. Work charges do not apply when work is performed at the Company's initiative.

6. Changes in Telephone Number

- a. Requests for changes in telephone number of central office lines or trunks, one (secondary) service order charge plus, for each number changed, a central office network access charge will apply.
- b. Changes in telephone number of other than central office lines or trunks, one (secondary) service order charge and one premises visit charge, as appropriate, will apply.
- c. The above charges do not apply when, in the judgment of the Company, changes in telephone number are necessary for continuation of satisfactory service.

7. Restoration of Service

- a. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of:

B. APPLICATIONS (cont'd)

7. Restoration of Service (cont'd)

- (1) All charges due or, at the discretion of the Company, a portion thereof, and
- (2) The (secondary) service order charge and the central office network access charge as specified.

A deposit may be required prior to reestablishing service.

- a. When at the request of the customer, service is temporarily suspended, the (secondary) service order charge and a central office network access charge will apply for the subsequent restoral of that service.
- b. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premises extension line, the (secondary) service order charge, central office network access charges and premise visit charge if appropriate will apply.

8. No Access Charge

This charge will be billed if a technician goes to the customer site for a repair problem and there is no access into the customer's location. The customer will be billed regardless if they subscribe to a maintenance agreement or added protection plan.

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(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

SECTION 4

MISCELLANEOUS SERVICE AND EQUIPMENT

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DIRECTORY LISTINGS

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A. GENERAL REGULATIONS

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

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice 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-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

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Issued: March 18, 2014

Effective: April 13, 2014

Issued by: Michael P. Sharry, Director – Regulatory and Public Affairs
100 CTE Drive, Dallas, PA 18612

DIRECTORY LISTINGS (cont'd)

B. COMPOSITION OF LISTINGS

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1. Name
 - a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)
 - a. The name of a subscriber
 - b. The name of each business enterprise which the subscriber conducts
 - c. The name of a corporation which is the parent or subsidiary of the subscriber
 - b. Residence Service
 - a. The name of the subscriber
 - b. Another authorized residential name
 - c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
 - d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile
2. Designation
 1. A designation can be used on a business service to assist the public in calling but not to advertise the business
3. Address
 1. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

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DIRECTORY LISTINGS (cont'd)

C. TYPES OF LISTINGS

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 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 an directory listing agreement in place.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

D. RATES

	<u>Monthly Rate</u>		
	<u>Residential</u>	<u>Business</u>	
Additional Listing	\$6.00	\$14.00	(I)
Foreign Listing	\$6.00	\$6.50	
Extra Line of Information	\$5.50	\$14.00	(I)
Non-listed	\$6.50	\$6.50	
Non-published	\$7.00	\$7.00	

Issued: March 21, 2023

Effective: April 22, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

Commonwealth Communications, Inc.

Section 4
Third Revised Sheet 5
Canceling Second Revised Sheet 5

DIRECTORY LISTINGS (cont'd)

E. RESERVED FOR FUTURE USE (C)

F. RESERVED FOR FUTURE USE (C)

G. RESERVED FOR FUTURE USE (C)

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Commonwealth Communications, Inc.

Section 4
First Revised Sheet 6
Canceling Original Sheet 6

DIRECTORY LISTINGS (cont'd)

G. RESERVED FOR FUTURE USE (cont'd)

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Supplement No. 85 - Telephone - PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4
Second Revised Sheet 7
Canceling First Revised Sheet 7

DIRECTORY LISTINGS (cont'd)

G. RESERVED FOR FUTURE USE (cont'd)

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Issued: February 28, 2023

Effective: April 1, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

Supplement No. 85 - Telephone - PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4
First Revised Sheet 7A
Canceling Original Sheet 7A

DIRECTORY LISTINGS (cont'd)

G. RESERVED FOR FUTURE USE (cont'd)

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Issued: February 28, 2023

Effective: April 1, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

Supplement No. 85 - Telephone - PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4
Fourth Revised Sheet 8
Canceling Third Revised Sheet 8

H. RESERVED FOR FUTURE USE

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Issued: February 28, 2023

Effective: April 1, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

Supplement 85 - Telephone - PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4
Second Revised Sheet 9
Canceling First Revised Sheet 9

H. RESERVED FOR FUTURE USE (cont'd)

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Issued: February 28, 2023

Effective: April 1, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

I. CONSTRUCTION AND ATTACHMENT CHARGES

The rates otherwise provided for in this tariff are based on furnishing service immediately adjacent to existing lines and facilities of the Telephone Company and on the use of lines and facilities engineered and construed according to common and accepted practices. When service is desired at points somewhat removed from existing lines and facilities, or when abnormal and unusual arrangements and installations are desired, such service and installations are subject to additional charges.

J. EMERGENCY SERVICES (Enhanced 911)

Allows customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the customer's address and telephone information will be displayed to the primary 911 provider for display at the Public Service Answering Point (PSAP).

Commonwealth Communications, Inc. is in compliance with all requirements of the Public Safety Emergency Telephone Act (Act 78-1990).

K. TELECOMMUNICATIONS RELAY SERVICE (TRS):

The Pennsylvania Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

(C)
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(C)

K. TELECOMMUNICATIONS RELAY SERVICES (TRS) (cont'd)

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Telecommunications Relay Service surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills:

	<u>Monthly Rate</u>	
Per Business access line	\$0.00	(C)(D)
Per Residence access line	\$0.00	(C)(D)

Centrex lines will be charged on an equivalency basis as determined by the Commission.

Local calls will be charged at the applicable local flat rate or local measured service rate, except for calls originating from pay telephones, which shall be completed free of charge. All IntraLata toll calls placed through the Pennsylvania Telecommunications Relay Service will be rated according to the Rates Applicable on Messages Placed by Certified Speech and/or Hearing Disabled rates in the CTSI, LLC tariff – Telephone PA P.U.C. No. 3, Section 4.1.1.

The Company will make available to the Telecommunications Relay Service (TRS) user either a calling card or a prepaid debit card. The rates for either option will not exceed those that would apply to identical calls for non-TRS users of coin-sent-paid service.

Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

L. LINK UP AMERICA

1. Description

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. Note: Customers who qualify for Link Up America may also qualify for Lifeline Service.

2. Regulations

Link Up America is available to residence customers who meet the following eligibility criteria:

- a. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirement set out in (a).

- b. An applicant for Link Up America Service must be a current participant in one of the following Pennsylvania Department of Public Welfare programs, federal public housing and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by the Company.

Pennsylvania Department of Public Welfare Link Up America Service Programs:

Temporary Assistance for Needy Families (TANF)
General Assistance (GA)
Supplemental Security Income (SSI)
Medicaid
Food Stamps
Low Income Home Energy Assistance Program (LIHEAP)

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

CTSI, Inc.

Section 4
Second Revised Sheet 13
Canceling First Revised Sheet 13

L. LINK UP AMERICA (cont'd)

2. Regulations (cont'd)

b. (cont'd)

The DPW programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

- c. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence.
- d. Link Up America applicants are not exempt from Telephone Company deposit requirements.
- e. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link Up America discount.
- f. The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

Commonwealth Communications, Inc.

Section 4
First Revised Sheet 14
Cancels Original Sheet 14

L. LINK UP AMERICA (cont'd)

3. Rates

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Telephone Company's tariffs.

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

L1. LIFELINE SERVICE1. Description

Lifeline Service is a residence offering for low-income customers who qualify for this service in accordance with the following regulations. NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.

2. Regulations

- a. Lifeline Service is available to qualified residence customers and is provided via residence individual Dial Tone Line. Lifeline Service is limited to only one service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
- b. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - (1) One-Party Residence Line Rate or Local Measured Service Option – as available.
 - (2) Directory Listing (standard only).
 - (3) Non-Published or Non-Listed Telephone Number Service (only when a customer need has been determined by the Telephone Company).
 - (4) Access to Directory Assistance Service.
 - (5) Touch-Tone Calling Service.
 - (6) Access to Message Toll Telephone Service and Optional Dial Station-to-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex service.
 - (7) Access to Operator Services.
 - (8) Voluntary Toll Restriction Option.
 - (9) Link Up America (if eligible).
 - (10) Access to 800/888 Services.
 - (11) Access to Call Trace.
 - (12) Access to Alerting and Reporting Systems (9-1-1 dialing).
 - (13) Access to the Pennsylvania Telecommunications Relay Service.
 - (14) Caller ID Per-Call and Per-Line Blocking at tariffed rate.
 - (15) One optional vertical service (1)
 - a) When a Lifeline customer subscribes to the Company's or a private vendor's voice mail service as the optional vertical service, a second vertical service may be added if necessary to make the voice mail service function.

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

 Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

L1. LIFELINE SERVICE (cont'd)

2. Regulations (cont'd)

- c. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% the annual United States Census Bureau Poverty Level Guidelines for all states (except Alaska and Hawaii) and the District of Columbia. Applicants who wish to be certified for Lifeline Service via the low income option will need to provide the following proof of eligibility: 1) currently filed State Income Tax Form; 2) currently filed Federal Income Tax Form; or 3) other equivalent documentation as prescribed by Commonwealth Telecom Services, Inc. Recertification of Lifeline Service participants will be conducted biennially by Commonwealth Telecom Services, Inc.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)
- * National Free School Lunch Program
- * Federal Public Housing

The DPW programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Commonwealth Telecom Services, Inc.

- d. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2.c above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Commonwealth Telecom Services, Inc. When Commonwealth Telecom Services, Inc. is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2.c above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of notification), the customer can contact the Company to negotiate new Dial Tone Service

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

L1. LIFELINE SERVICE (cont'd)

2. Regulations (cont'd)

- d. arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.
- e. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- f. Only services listed in 2.b above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.
- g. Lifeline Service customers are required to apply for the link Up America benefit when applicable.
- h. Customer requested temporary suspension of Lifeline Service is not permitted.
- i. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- j. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- k. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Commonwealth Telecom Services, Inc.
- l. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- m. Resale of Lifeline Services are subject to Wholesale rate obligations under Section 251 (C) (4) of the Telecommunications Act of 1996.

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

L1. LIFELINE SERVICE (cont'd)

2. Regulations (cont'd)

- n. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- o. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- p. Lifeline Service is in compliance with FCC and PA Universal Service Orders.
- q. Toll-Blocking and Toll Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

3. Lifeline Service Dial Tone Line Monthly Rate

- a. Applicable Residence Dial Tone monthly rate minus \$1.75.
- b. Lifeline Service customers will be billed the applicable Subscriber Line Charge monthly rate and will be given credit for the same amount of Subscriber Line Charge as prescribed by the Federal Communications Commission at Docket Nos. 00-256, 96-45, 98-77, 98-166, and 00-193.
- c. Lifeline Service is subject to all applicable State, Local and Federal taxes and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

*This product is grandfathered and no longer available to new customers after 10/02/2017.

(C)

(I) INDICATES INCREASE (C) INDICATES CHANGE

Issued: September 18, 2017

Effective: October 2, 2017

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

M. BLOCKING – “900” INFORMATION SERVICE

1. General

Where central office facilities permit, “900” Information Service Blocking provides customers the capability to block origination of direct dialed calls to a “900” Information Service number (900-NXX-XXXX).

2. Regulations

- a. Blocking is available on individual lines for residence and business customers.
- b. When the blocking is activated, direct dialed calls to all “900” Service numbers are blocked.
- c. Initial blocking is provided at no charge upon customer request. Subsequent requests for “900” Information Services blocking will be provided at the rates referenced below.
- d. Blocking service may not be available with certain multi-line business arrangements.
- e. There is no charge to remove “900” Information Service blocking.

M. BLOCKING – “900” INFORMATION SERVICE (cont'd)3. Rates

“900” Information Service Blocking

<u>Residence</u>	<u>Service Charge</u>
Initial Request	No Charge
Subsequent Request	*
For each additional line equipped	**
 <u>Business</u>	
Initial Request	No Charge
Subsequent Request	*
For each additional line equipped	**

*The Secondary Service Order and Central Office Network Access Charge both apply and are identified in Section 3 of this tariff.

**The Central Office Network Access Charge applies and is identified in Section 3 of this tariff.

N. CENTREX SERVICE

1 General

- a. Centrex is a central office communications service which provides the customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible station sets to the public switched telecommunications network. Centrex Service standard and optional features are described in this tariff.
- b. Centrex may be provided in association with lines terminating on common control equipment, commonly referred to as Key Systems.
- c. Centrex is offered as a customer option and may be provided subject to the availability of facilities and equipment as determined by the Telephone Company.
- d. Other special features not included in the feature packages and/or customer-specific offerings may be provided at the discretion of the Telephone Company.
- e. The minimum period for Centrex services provided under this tariff shall be one year.
- f. Per call blocking and per line blocking will be provided to Centrex customers at no additional charge.
- g. Service connection charges apply pursuant to this tariff.

Supplement No. 1 - Telephone - PA P.U.C. No. 1

Commonwealth Communications, Inc.

Section 4
Original Sheet 18

N. CENTREX SERVICE (cont'd)

2. Rates

a. <u>Monthly Rates</u>	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>
First 1 to 6 Access Lines, each	\$26.40	\$25.90	\$25.40
Incremental From 7 to 24 Access Lines, each	\$18.40	\$17.65	\$16.90
Incremental From 25 to 48 Access Lines, each	\$15.40	\$14.65	\$13.90
Incremental From 49 to 75 Access Lines, each	\$13.40	\$12.65	\$11.90
Incremental 76 Access Lines and Above, each	ICB*	ICB*	ICB*

*Individual case basis customer specific pricing

Local Usage

Messages per Month

Monthly Rate

From 350 – 500 messages	\$10.00 per line
Each Additional 100 messages	\$5.00 per line

b. Additional Services – per line equipped

	<u>Monthly Rate</u>
Business Set Interface	\$2.50
Common Control Equipment	\$6.50

Issued: June 20, 1997

Effective: August 20, 1997

Issued by: Eugene J. Brown, Senior Manager – Carrier Relations
300A Laird Street, Wilkes-Barre, PA 18702

N. CENTREX SERVICE (cont'd)

2. Rates (cont'd)

c. Feature Packages

The Centrex Feature Package includes:

Call Forwarding & Select Call Forwarding
Call Park
Call Pickup
Call Restriction
Call Waiting
Direct Inward Dialing
Direct Outward Dialing
Hold
Hunting
Distinctive Ringing
Three Way Conference

Speed Call Short List
Touch Tone Service
Speed Call
Return Call
Call Trace
Caller ID
Priority Call
Call Block
Last Number Redial
Paging Access

O. VACATION GET AWAY SERVICE

1. General

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

2. Conditions

- a. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)
- b. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- c. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- d. 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.
- e. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- f. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
- g. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
- h. Vacation Get Away Service will be available where technically feasible.
- i. Charges for Vacation Get Away Service will be a non-recurring charge to be billed in advance of the vacation service.

3. Rates

Nonrecurring Charge

Vacation Get Away Service	\$39.99
---------------------------	---------

P. DUPLICATE BILL CHARGE

1. 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.

2. Rates and Charges

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

Q. DIGITAL BILLING

1. 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.

2. Rates and Charges

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

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(C)

SECTION 4A

OPTIONAL CENTRAL OFFICE SERVICES

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¹ BRI-ISDN is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (C)
 (C)

Issued: February 16, 2022 Effective: March 18, 2022

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
 Spencerport, NY 14559

A. DESCRIPTION

Optional Calling Services include the following central office-based call management services. The services are available to individual line customers where Telephone Company facilities and customer configuration permits. Certain services are available on a monthly basis or on a pay-per-use basis as shown on Section 4A Sheet 18. (C)

1. Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

2. Call Forwarding

Call Forwarding permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forwarding is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding is active.

2a. Remote Call Forwarding (C)

Remote Call Forwarding (RCF) is a special reverse charge service whereby a call to a telephone number in one exchange (the call forwarding location) is automatically forwarded by Telephone Company central office equipment to another telephone number in the same or different exchange. One RCF path is required for each call simultaneously forwarded. This service is offered only where the terminating telephone number can be dialed direct via the public switched network.

(C) Indicates Change

Issued: July 3, 2009

Effective: August 2, 2009

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

A. DESCRIPTION (cont'd)

3. Caller ID Service

Caller ID is an optional central office software-based service offering which allows a Telephone Company subscriber the ability to view the calling party's telephone number or name and number on a subscriber-provided display unit. In cases where callers have either blocked their outgoing telephone number, or placed the call through an operator, the calling party's telephone number will not be displayed. In addition, Caller ID will only work when calls originate from and terminate within central offices connected by SS7 technology.

The telephone numbers that will be displayed on a Caller ID subscriber's display unit include listed, non-listed, and non-published telephone numbers.

Caller ID subscribers also have the ability to automatically reject incoming telephone calls which have been blocked. Through Anonymous Call Rejection (part of Caller ID service), all incoming telephone calls which have the calling party's telephone number blocked will hear a recorded announcement indicating the Caller ID subscriber will not accept calls made from blocked telephone numbers; this is a free call.

Caller ID with number will display only the telephone number of the caller. (C)

Caller ID with name and number will display the name and telephone number of the caller where central office functionality provides that information. (C)

a. Service Availability

Caller ID and Caller ID with name and number is offered as an optional service to single party residential subscribers, single line business and multiple incoming line trunk business subscribers. (C)

b. Per-Line Blocking

Customers requesting Per-Line Blocking will prevent the display of their telephone numbers on all outgoing calls. The Per-Line Blocking feature may be deactivated at any time by customers on a call-by-call basis through the activation of a special code. Per-Line Blocking is provided free of any recurring charge, but is a special feature which must be ordered by customers.

(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

A. DESCRIPTION (cont'd)

3. Caller ID Service (cont'd)

b. Per-Line Blocking (cont'd)

The Telephone Company will initially install Per-Line Blocking at no charge. Requests to remove Per-Line Blocking on customer lines will be completed at no charge. Subsequent requests to re-install Per-Line Blocking will be completed at prevailing Telephone Company non-recurring service order rates.

Per-Line Blocking will not prevent the display of originating telephone numbers to 9-1-1 emergency service providers.

c. Per-Call Blocking

Per-Call Blocking will prevent the display of customers' telephone numbers on outgoing calls. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. Per-Call Blocking is provided at no charge, and is automatically placed on all telephone lines by the Telephone Company.

Per-Call Blocking will not prevent the display of telephone numbers to 9-1-1 emergency service providers.

A. DESCRIPTION (cont'd)

3. Caller ID Service (cont'd)

d. Special Provisions

In cases where Telephone Company customers are victims of domestic violence, or are representatives of domestic violence agencies, or are representatives of emergency service agencies, calls placed through a live operator in order to protect the identity of the calling party will be completed without the application of an operator service charge.

Qualifying customers may need to notify the Telephone Company to request this credit if the operator service charge cannot be waived at the time the call is being placed.

Commonwealth Communications, Inc. is in compliance with the terms and conditions of the Public Utility Code, 66 PA C.S. Chapter 2906.

A. DESCRIPTION (cont'd)

4. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated.

Sixteen-Way Calling

Sixteen-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of additional parties and establish a local or toll sixteen-way conference call. The customer may talk privately with each party before establishing the sixteen-way connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated.

(C)

5. Speed Calling

Speed Calling permits the customer to program up to eight frequently dialed numbers by dialing a one-digit code. This feature can accommodate local, toll, and long distance numbers. Customer uses a code to access the speed calling feature. Customer may change list whenever necessary.

(C) INDICATES CHANGE

Issued: December 8, 2008

Effective: December 9, 2008

Issued by: Michael P. Sharry, State Director – Government and External Affairs
100 CTE Drive, Dallas, PA 18612

A. DESCRIPTION (cont'd)

The following central office-based call management services forward the calling party's number to the terminating end, where facilities permit. The services work only on calls that originate from and terminate to appropriately equipped offices. These services provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls based on customer input directions to the network. These services are automatically available to any single line customer connected to the appropriately equipped offices. The customer has various billing and/or blocking options for the use of these services.

6. Repeat Call

This service allows a calling party to redial the last telephone number dialed, provided it is to a number in appropriately equipped offices. If that line is found to be busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

This service is available to residential customers on a pay-per-use basis so that a separate charge applies to each activation of this service. The usage charge applies each time the service is activated whether or not the called party answers. Business customers may subscribe to the service and incur a monthly charge for unlimited use or can utilize this service on a pay-per-use basis.

(C)
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7. Return Call

This service allows a calling party to automatically return the most recent incoming call. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

This service is available to residential customers on a pay-per-use basis so that a separate charge applies to each activation of this service. The usage charge applies each time the service is activated whether or not the called party answers. Business customers may subscribe to the service and incur a monthly charge for unlimited use or can utilize this service on a pay-per-use basis.

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(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

A. DESCRIPTION (cont'd)

8. Priority Call

This service provides one distinctive audible signal to the called customer when receiving a call from one of up to ten prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to ten telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

9. Select Forward

This service allows the customer to select a maximum of ten telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multi-line hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

9.1 Selective Call Acceptance

This service that allows the customer to program their phone to accept 12 calls from any number they place on the acceptance list. When this service is turned "on", any callers on this list will ring through, all other callers will hear an announcement saying: You are currently not accepting Calls.

(C)

(C) Indicates Change

A. DESCRIPTION (cont'd)

10. Call Block

This service gives the customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of ten numbers. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block customer's telephone does not ring.

For calls from a line within multi-line hunting, the call is blocked only where the main telephone number has been entered in the screening list.

11. Call Trace

This service allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

The usage charge applies each time the service is activated.

A. DESCRIPTION (cont'd)

12. Personal Ringing Service

Personal Ringing Service enables an individual line subscriber to have up to three telephone numbers (referred to as “Dependent” numbers) assigned to one dial tone line in addition to the main number (referred to as the “Master” number). Each number when dialed will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Personal Ringing Service and Call Waiting. Personal Ringing Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Personal Ringing Service is offered on a monthly subscription basis.

(C)

13. Call Forward Deluxe

Call Forward Deluxe combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature access method, Call Forward Deluxe provides customers access from any touch tone telephone. The customer will dial a Call Forward Deluxe access number and then be guided by voice prompts to enter required information, including Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate. Call Forward Deluxe is only offered on a monthly subscription basis.

14. Call Forward No Answer

Forwards incoming calls to another pre-designated telephone number when the called number is not answered in a specified number of rings. The number of specified rings is defined by the Company.

(C)

15. Call Forward Busy

Forwards incoming calls to another pre-designated telephone number when the called line is busy.

16. Call Screening

Call Screening is an optional service which intercepts calls delivered as “unavailable,” “unknown” or “out of area” to the subscriber’s line. Any calls passing their name and/or number will not be intercepted by the Call Screening service.

When Call Screening intercepts an “unavailable,” “unknown” or “out of area” call, the service will play an announcement which indicates the subscriber does not accept calls from telemarketers and requests the subscriber’s number be placed on the caller’s do not call list. The recording advises callers other than telemarketers to either remain on the line or press 1 to be connected.

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4A
First Revised Sheet 11
Canceling Original Sheet 11

B GENERAL TERMS

The following definitions apply to terms often used to describe operation of various optional calling services.

1. Activation

Activation requires dialing a code from the customer's line and originating (activating) the corresponding service. For usage-billed service(s) activation causes an "activation" charge to be applied at that time. No activation charge applies when the customer subscribes to a service on a monthly basis. When the customer uses Three-Way Calling, Return Call, Repeat Call, Call Trace on a pay-per-use basis, activation charges apply each time the service is activated. (C)

2. Master and Dependent Telephone Numbers

The Master telephone number is the main telephone number provided with the dial tone line and associated with both incoming and outgoing calls. With Personal Ringing Service, a customer can purchase up to two Dependent numbers that are assigned to the Master number. The Master telephone number and the Dependent numbers are on one telephone line.

3. Distinctive Ringing and Distinctive Call Waiting Tone

With Personal Ringing Service, Distinctive Ringing and Call Waiting tone patterns are assigned to the dependent number(s) to distinguish incoming calls from those to the master number.

B GENERAL TERMS (cont'd)

4. Interactive Dialing Sequence

Relates to the dialing activities performed by a customer while programming a service for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the Central Office.

5. Multi-Line Hunting Group

A service arrangement that combines a group of telephone lines with individual originating and common terminating characteristics. An incoming call to the group causes the line to search for an idle line to which the call can be completed.

C. REGULATIONS

1. Availability of Service

- a. Optional calling services require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Company.
- b. The services can be activated by either dial-pulse (rotary) or Touch-Tone line dial tone service.

2. Provision of Service

a. General

- (1) All optional calling services can e provided to individual line customers only.

C. REGULATIONS (cont'd)

2. Provision of Service (cont'd)

a. General (cont'd)

- (2) The following services are available at the rates stated herein.
- (3) The optional calling services which provide distinctive ringing may not be compatible with all types of customer-provided telephone equipment.

b. Return Call

- (1) Return Call and Repeat Call do not work with calls made to most 700, 800, and 900 numbers.

c. Call Forwarding Services

- (1) Call Forwarding and Select Forward can be provided in combination on the same line, but may deactivate or supersede each other.

C. REGULATIONS (cont'd)

2. Provision of Service (cont'd)

d. Personal Ringing Service

- (1) Personal Ringing Service is provided only where, in the judgment of the Company, personal ringing service is compatible with the type of service with which it is to be associated.
- (2) The ringing and tone patterns associated with the Master and Dependent numbers shall be assigned solely at the discretion of the Company.
- (3) When a call is in progress, any incoming calls will receive a busy signal, unless the Personal Ringing Service customer also subscribes to Call Waiting.
- (4) Personal Ringing Service subscribers will be entitled to one White Pages directory listing option per Dependent number as part of the basic offering. The subscriber may choose one of the following listing options per Dependent number at no additional charge:
 - Listed Number
 - Unlisted Number
 - Non-Published Telephone Number

(NOTE: Directory Assistance Only and Non-Published Telephone Number regulations and charges for the Master number are covered in other Sections of this tariff).

- (5) "Collect" and "Bill to a Third Number" calls may be charged to Dependent numbers. Calls charged to Dependent numbers will be billed to the Master telephone number. Additional charges for "Collect" and "Bill to a Third Number," as covered in other Sections of this tariff, apply.
- (6) Where a customer subscribes to both Personal Ringing Service and Optional Calling Services, the applicable services are automatically associated with Master and Dependent numbers. Customers do not have the option of associating other optional calling services with less than all numbers.

C. REGULATIONS (cont'd)

2. Provision of Service (cont'd)

d. Personal Ringing Service (cont'd)

- (7) Personal Ringing Service customers who also subscribe to Call Forwarding must choose one of the following Call Forwarding arrangements at the time of subscription:
- a. Calls to Dependent and Master telephone numbers are forwarded to the same telephone number when Call Forwarding service is activated.
 - b. Calls to the Master telephone number only are forwarded when Call Forwarding service is activated. Calls to Dependent number(s) will continue to ring and may be answered at the subscriber's premises.

Changes in the Call Forwarding arrangement will be subject to a Product/Service Charge.

- (8) Personal Ringing Service will not be provided in association with lines equipped with hunting arrangements, except on the last line in a group of lines arranged for series completion hunting, provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.
- (9) Customers who subscribe to Personal Ringing Service and also subscribe to Priority Call, may subscribe to only one Dependent number.
- (10) Personal Ringing Service charges will be billed to the Master number.
- (11) All charges associated with Personal Ringing Service are the responsibility of the customer of record, including but not limited to "Bill to a Third Number" and "Collect" charges.

e. Miscellaneous

Additional restrictions or regulations may apply when subscribers to Personal Ringing Service forward calls to other services.

C. REGULATIONS (cont'd)

3. Limitation of Service

Call quality may be impaired when incoming calls are transferred to a location outside the customer's local calling area or if a three-way call involves more than one toll point.

D. RATES

1. General

- a. The customer of record will be responsible for all rates and charges associated with Optional Calling Services as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which Optional Calling Services are provided.
- b. A customer serviced by a switching machine in an appropriately equipped office may request to have his/her line(s) made inoperable for usage services capability. The customer has the option to request deactivation of usage service capability on a per service basis or to request deactivation of usage service capability for all usage services. All capability for this service or services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Service Reactivation Product/Service Charge applies per line regardless of the number of services reactivated. Services to which these provisions are applicable are: Return Call, Priority Call, Select Forward, Call Block, Call Trace.

Commonwealth Communications, Inc.

Section 4A
Original Sheet 17D. RATES (cont'd)2. Nonrecurring Rates

- a. The following nonrecurring service charges apply to change orders for subscription Optional Calling Services. One charge applies per line, per order regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

	<u>Nonrecurring Product/Service Charge</u>
Change order for subscription Optional Calling Services, Per line, per order	\$13.50
Optional Calling Usage Services Service Reactivation, per line #	13.50
Change Call Forwarding arrangement on Personal Ringing Service, Per change**	13.50
Change standard ringing and associated tone patterns or change telephone number of Dependent Personal Ringing number, per change**	13.50

NOTES:

Applies to customers who have previously had usage service(s) removed as per D.1.b. preceding. These charges are not subject to any waiver stated in this or any other sections of this tariff. One charge applies per line regardless of the number of services reactivated.

** Applies to customers who have previously established Personal Ringing Service. These charges are not subject to any waiver stated in this or any other sections of this tariff.

 Issued: February 4, 1997

Effective: April 7, 1997

 Issued by: Eugene J. Brown, Senior Manager – Carrier Relations
300A Laird Street, Wilkes-Barre, PA 18702

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4A
Eighth Revised Sheet 18
Canceling Seventh Revised Sheet 18

D. RATES (cont'd)

2. Nonrecurring Rates (cont'd)

- b. For subscription requests received within a 90-day period following the initial provision of central office facilities, the introduction of new services, or the enhancement of existing services, the Company will waive the nonrecurring Product/Service Charge for the establishment of selected Optional Central Office Services.

3. Monthly Rates (Subscription)

- a. The following monthly rates, and the nonrecurring Product/Service charges specified in D.2. preceding, apply to subscription Optional Calling Services and are in addition to the rates and charges applicable to the associated service.

	Monthly Rates	
	<u>Business</u>	<u>Residential</u>
Call Block, per line	\$5.50	\$5.50
Call Forwarding, per line	3.00	2.02
Remote Call Forwarding	18.00	18.00
Call Waiting, per line *	8.50 (I)	3.50
Personal Ring Service	3.00	n/a
Priority Call, per line	5.00	5.00
Repeat Call, per line	3.00	n/a
Return Call, per line	3.00	n/a
Select Forward, per line	3.50	3.50
Speed Call, per line	3.10	3.10
Caller ID with Name	10.00 (I)	n/a
Caller ID with Name and Number	13.00 (I)	8.50
Three-Way Calling, per line	4.50	5.00
Sixteen-Way Calling, per line	15.00	15.00
Call Forward Deluxe, per line	5.00	5.00
Call Screening	4.95	4.95
Call Forward No Answer	3.00	n/a
Call Forward Busy	3.00	2.50
Selective Call Acceptance	n/a	3.50

* Per line rate includes Cancel Call Waiting at no additional charge

n/a – These services are not available on a monthly subscription basis ala carte.

Issued: March 26, 2024

Effective: May 1, 2024

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

Supplement No. 84 -Telephone - PA P.U.C. No. 1

CTSI, LLC d/b/a Frontier Communications CTSI, LLC.

Section 4A
Third Revised Sheet 19
Canceling Second Revised Sheet 19

D. RATES (cont'd)

4. Usage Rates

	<u>Usage Rates</u>	
Call Trace Each Activation	\$2.00	
Three-Way Calling Each Activation	3.50	(C) (C)
Return Call Each Activation	3.50	(I)
Repeat Call Each Activation	3.50	(I)

Issued: January 27, 2023

Effective: March 1, 2023

Issued by: Leslie Zink, Pricing and Tariffs Manager for CTSI
Spencerport, NY 14559

E. ISDN – Grandfathered ¹

(C)

Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN). Where technically available, the Company will provide narrowband (2B+D) ISDN services. Circuit switched “B” Channel capability will be provided for voice or data transmission at speeds up to 56/64 kbps per “B” channel. Clear channel 64 kbps service may not be available at all locations. Where technically feasible, Basic Rate Interface Terminal Extension (BRITE)*** service will be used to provide ISDN service in areas where the central office is not ISDN equipped. Additional charges will apply for this service.

1. Monthly Rate

Business - One Party Business Unlimited Rate + \$30.00*

**(Includes local usage cap of 80 hours per month per B channel)

Residential - One Party Residential Unlimited Rate + \$30.00*

**(Includes local usage cap of 80 hours per month per B channel)

*Assumes serving office is equipped with ISDN service. Rates are for a BRI ISDN line with dual B Channel capability - does not include end user D Channel capability.

**Local usage charge of \$.05/minute per B Channel will apply on local usage in excess of 80 hours.

***If BRITE technology is utilized, an additional \$30.00 will be added to monthly charge.

Installation:

Business \$116 per line
 Residential \$116 per line

¹ BRI-ISDN is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted.

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SECTION 5

PAY TELEPHONE LINE SERVICE

	<u>Sheet</u>
A. General.....	2
1. Definition	2
2. Pay Telephone Line Service Description	2
B. Regulations and Rates.....	3
C. Available Features	4

A. GENERAL

1. Pay Telephone Line exchange service is single-line exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.
2. Pay Telephone Line Service:
 - a. Is available in all exchanges of the Company.
 - b. Only one coin-operated or coinless public access telephone unit may be connected to each Pay Telephone Line.
 - c. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls, and non-sent paid calls.
 - d. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Pennsylvania Public Utility Commission.
 - e. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.

CTSI, LLC

Section 5
First Revised Sheet 3
Canceling Original Sheet 3

A. GENERAL (cont'd)

- f. Pay telephones connected to a Pay Telephone Line must be registered in compliance with Part 68 of the FCC's Rules and Regulations.
- g. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to operator.
- h. Failure of subscriber to comply with provisions of this tariff may result in the suspension or disconnection of the subscriber's service.

B. REGULATIONS AND RATES

- 1. Pay Telephone Line Service is available only at the corresponding Business Essential Package service rate as contained in Section 2 Sheet 45 of this tariff. (C)
- 2. Line connection charges listed in Section 3 of this tariff apply to Pay Telephone Line Service.
- 3. All subscribers to Pay Telephone Service shall have the right to select their presubscribed intraLATA and interLATA toll provider.

(C) INDICATES CHANGE

Issued: May 8, 2002

Effective: June 7, 2002

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

C. AVAILABLE FEATURES FOR PAY TELEPHONE SERVICE

1. Optional call screening/blocking/coin supervision functions, as listed below, are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.

a. Incoming/Outgoing Screening - prevents completion of collect or third number calls to the Pay Telephone Line. Originated operator-handled calls from the Pay Telephone Line are restricted to collect, third number or calling card only.

b. Incoming Blocking – blocks all incoming calls.

c. Outgoing Blocking – restricts outgoing calls to non-sent paid call only (coinless).

d. Coin-Supervision Additive – provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals from the pay telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends a signal to the pay telephone equipment to collect the appropriate coins when calls are completed, or returns coins when calls are not completed. (C)

2. Rates:

	<u>Monthly</u>	<u>Non-Recurring</u>
a. Incoming/Outgoing Screening, each	\$5.00	\$10.00
b. Incoming Blocking, each	\$3.00	\$10.00
c. Outgoing Blocking, each	\$3.00	\$10.00
d. Coin Supervision Additive	\$2.21	\$10.00

9-1-1 AND ENHANCED 9-1-1 SERVICES

A. GENERAL

Where existing central office and inter-office network capabilities permit, the Telephone Company will provide requested 9-1-1 or E-9-1-1 trunking and features. Initial customer information data and periodic updates will also be available to emergency management agencies contracting for E-9-1-1 services.

B. GLOSSARY OF TERMS

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider."

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

9-1-1 AND ENHANCED 9-1-1 SERVICES

C. REGULATIONS

1. The Telephone Company will comply with the protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
2. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
3. The Telephone Company's liability and insurance provisions fully stated in PA PUC No. 1, Section 1, General Regulations.
4. Cases of service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
5. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
6. The Host Telephone Company will install the county's/municipality's MSAG in "read/write" format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.

9-1-1 AND ENHANCED 9-1-1 SERVICES

C. REGULATIONS (cont'd)

7. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the Telephone Company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
8. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
9. The Telephone Company will not, without the written consent of county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

9-1-1 AND ENHANCED 9-1-1 SERVICES

D. TERMS AND CONDITIONS

1. All 9-1-1 calls from a specified central office designation must be accepted by the 9-1-1 Public Safety Answering Point (PSAP).
2. The PSAP operator is responsible for the dispatch of police, fire, ambulance or any other emergency services personnel summoned by the party seeking assistance.
3. The local or county agency serving as the official PSAP is responsible for maintaining a sufficient number of voice grade channel circuits between serving central offices to ensure adequate service coverage.
4. The Telephone Company shall not be liable for any loss or damages arising from errors, interruptions, defects, failures, or malfunctions of 9-1-1 or E-9-1-1 services. Damages arising from such instances as stated above will be limited to an amount not to exceed the charges made to the PSAP service provider for an equivalent normal service interval to that which was interrupted.

E. 9-1-1 FEATURES

In some instances, certain 9-1-1 features may be provided by a tandem central office serving a PSAP and may supersede requirements for 9-1-1 features provided from an end office.

The following features are available as options to basic 9-1-1 service:

Forced Disconnect – the 9-1-1 call will be automatically disconnected at the central office despite the switchhook position of the calling party.

Idle Circuit Tone Application – an audible signal that informs the PSAP attendant of the status of the line being monitored. If the call is abandoned prior to the completion of a report to the PSAP, a busy tone is applied to the line. If the PSAP attendant seizes an idle 9-1-1- circuit, or a caller abandons a 9-1-1- call before it is answered at the PSAP, a re-order tone is applied to the line.

9-1-1 AND ENHANCED 9-1-1 SERVICES

E. 9-1-1 FEATURES (cont'd)

Called Party Hold - the PSAP attendant retains control of the circuit despite the switchhook condition of the originating station. By remaining off-hook or placing the call on hold, control of the circuit is maintained.

Switchhook Status – an audible signal, visual signal, or both will result when a station originating the 9-1-1 call returns to an off-hook status.

Emergency Ringback – if a 9-1-1 caller abandons a call before the information necessary to provide aid is received, the PSAP attendant can activate this central office feature and ring the on-hook station which originated the call.

F. RATES

	<u>Monthly Per Exchange</u>	<u>Non-Recurring Per Exchange</u>
9-1-1 Features	\$29.10	\$92.10

The 9-1-1- feature charge applies one per exchange regardless of the number of equipped 9-1-1- circuits or features requested.

G. ENHANCED 9-1-1 SERVICES

E-9-1-1 services are in addition to 9-1-1 feature rates and required voice grade channels.

E-9-1-1 services include Automatic Number Identification (ANI) and Automatic Location Identification (ALI) Data.

Automatic Number Identification – forwarding of the calling party’s number on the 9-1-1 circuit.

<u>RATES</u>	<u>Monthly Per Exchange</u>	<u>Non-Recurring Per Exchange</u>
ANI	\$14.00	\$44.60

Issued: September 6, 2000

Effective: September 7, 2000

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

9-1-1 AND ENHANCED 9-1-1 SERVICES

G. ENHANCED 9-1-1 SERVICES (cont'd)

Automatic Location Identification (ALI) Data – the Telephone Company will provide name and address information from customer records to the provider of ALI database services for E-9-1-1 systems. There will be non-recurring charges for initial data loads and service address modifications. There will be monthly charges for updates to established databases. ALI data can be provided in two phases:

Phase I – An initial Phase I load is provided when a county has not addressed ninety (90) percent of the locations within the Telephone Company service area resulting in customer record information that cannot be accurately matched against valid address ranges provided by the county. A Phase I program will be run to extract existing address information from customer records. The information is then forwarded to the ALI database with no further modification.

Phase II – A Phase II conversion, or Phase II initial load, can be provided after a county has addressed ninety (90) percent of the locations within the Telephone Company's service area. Phase II information includes verification and required modification to existing service address information. The Telephone Company may, at its discretion, estimate the time frames for completion of Phase II data verification. However, the Telephone Company will not be responsible for delays since the verification of Phase II data is strictly a manual process.

UPDATES TO ALI DATA

Periodic updates will be provided to ALI data depending on the requirement of the PSAP's ALI system. The updates will reflect service order activity resulting in new or changed service address information. The Telephone Company shall provide updates via data transmission.

9-1-1 AND ENHANCED 9-1-1 SERVICESG. ENHANCED 9-1-1 SERVICES (cont'd)

<u>RATES</u>	<u>Monthly Charge</u>	<u>Non-Recurring</u>
Phase I ALI Information Per ALI Load	N/A	\$1,268.65
Phase II ALI Conversion Per 1000 Access Lines or fraction thereof (1)	N/A N/A	\$2,095.40

(1) Note: Phase I non-recurring charges apply in addition to Phase II non-recurring charges if Phase II data is being provided for an initial load as opposed to a conversion.

	<u>Monthly Charge</u>	<u>Non-Recurring</u>
ALI Updates Per 1000 access Lines or fraction thereof (2)	\$34.40	N/A

(2) Note: An annual re-calculation will be conducted by the Telephone Company to determine the applicable per 1000 line ALI update charge.

In addition to the ALI initial load and update charges listed above and on Sheet 3 of this tariff, initial programming charges to reformat data and/or interface with a third party's ALI system will be billed at a rate of \$43.05 per hour.

Issued: September 6, 2000

Effective: September 7, 2000

Issued by: Ronald L. Reeder, Senior Manager – Regulatory and Public Affairs
3950 Chambers Hill Road, Harrisburg, PA 17111

9-1-1 AND ENHANCED 9-1-1 SERVICES

H. SPECIAL PROVISIONS FOR NON-RECURRING CHARGES

All applicable non-recurring charges for the establishment of 9-1-1 or E-9-1-1 services may be paid to the Telephone Company over a 36-month period, at a monthly charge of \$3.48 for each \$100 qualifying for this special provision.

I. SPECIAL ENGINEERING FOR 9-1-1 SYSTEMS

At the request of the appropriate agency making application for a 9-1-1 system, additional engineering procedures may be undertaken to specially design configurations unique to certain 9-1-1 or E-9-1-1 systems. In these cases, the Telephone Company will make a reasonable attempt to fulfill the applicant's request at an hourly engineering rate plus the cost of any additional materials required to meet the applicant's request.