

**PRODUCT GUIDE NO. 2**  
**FOR THE**  
**STATE OF NORTH CAROLINA**

This Product Guide contains rates, rules and regulations applicable for the furnishing of Basic Local Exchange Service, Long Distance Message Telecommunications Service, Wide Area Telecommunications Service and for other general subscriber services, equipment and facilities associated with the above services offered by Frontier Communications of the Carolinas LLC. Wherever in the Product Guide the term "Company" appears, that shall mean and shall refer to Frontier Communications of the Carolinas LLC.

Intrastate communications services are furnished through facilities provided by the Company for the transmission of intelligence by electrical impulse, principally by means of wire, radio, or a combination thereof.

If, and when, a service is required for which no rate is authorized, before said service is established, a formal written application shall be made to the State Utilities Commission, if required, for a rate and formal approval shall be obtained before said service is established.

Whenever in this Product Guide the names Verizon South Inc., GTE South Incorporated, Verizon South Inc. - North Carolina, General Telephone Company, GTE, or the term "Company" appears, that reference shall be deemed to refer to Frontier Communications of the Carolinas LLC.

## **PRODUCT GUIDE NO. 2**

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**ORIGINAL SYMBOLS PAGE 1**

**EFFECTIVE: NOVEMBER 18, 2014**

### **EXPLANATION OF SYMBOLS**

When changes are made in any Product Guide page, a revised page will be issued cancelling the Product Guide page affected; such changes will be identified through the use of the following symbols:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, regulation or text.
- (I) Signifies an increase.
- (M) Move from one page to another with no change in rate, regulation or text.
- (N) Signifies a new rate, regulation or text.
- (O) Signifies a rate, regulation or text transferred to Obsolete Section.
- (R) Signifies a reduction.
- (S) Signifies matter already appearing in another part of the Product Guide and repeated for clarification.
- (T) Signifies a change in text but no change in rate or regulation.
- (U) General Service Equipment Code (GSEC) added or changed only.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**TABLE OF CONTENTS**

1.	DEFINITION OF TERMS
2.	GENERAL REGULATIONS
3.	BASIC LOCAL EXCHANGE SERVICE
4.	SERVICE CHARGES
5.	CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
6.	DIRECTORY LISTINGS
7.	COIN TELEPHONE SERVICE
8.	RESERVED FOR FUTURE USE
9.	FOREIGN EXCHANGE SERVICE
10.	DIGITAL NETWORK SERVICES
11.	PRIVATE BRANCH EXCHANGE SERVICE
12.	CENTREX
13.	MISCELLANEOUS SERVICE ARRANGEMENTS
14.	AUXILIARY EQUIPMENT
15.	CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS
16.	DATA SERVICE
17.	VERSALINE CENTREX SERVICE
18.	LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE
19.	RESERVED FOR FUTURE USE
20.	PRIVATE LINE SERVICE AND CHANNELS
21.	ENHANCED SERVICE PROVIDER SERVICES
22.	ADVANCED DATA SERVICES
23.	SHARED TENANT SERVICE
24.	EMERGENCY REPORTING SERVICE
25.	ACCESS LINE BUNDLED SERVICES
100.	OBSOLETE SERVICE OFFERINGS - GENERAL
106.	DIRECTORY LISTINGS – DISCONTINUED SERVICE OFFERINGS
110.	RESERVED FOR FUTURE USE
111.	RESERVED FOR FUTURE USE
113.	OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS
114.	RESERVED FOR FUTURE USE
115.	RESERVED FOR FUTURE USE
116.	RESERVED FOR FUTURE USE
120.	DISCONTINUED SERVICE OFFERINGS – PRIVATE LINE SERVICE AND CHANNELS
124.	OBSOLETE SERVICE OFFERINGS – UNIVERSAL EMERGENCY 9-1-1 SERVICE

## PRODUCT GUIDE NO. 2

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 1**

**EFFECTIVE: NOVEMBER 18, 2014**

### DEFINITION OF TERMS

#### ACCESS LINE

The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.

#### ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities provided by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

#### AUTHORIZED CHANGE OF LOCAL SERVICE PROVIDER

This term applies to a change in the preferred local service provider that the end-user authorizes.

#### AUTOMATED COLLECT CALL

A call placed and billed to the called telephone number without the assistance or intervention of a human operator.

#### AUXILIARY LINE

An additional individual line used for one-way (inward to the subscriber) service.

#### AUXILIARY RINGER

An additional ringer on the same premises and on the same line and generally operated in connected with the ringer at the station location.

#### BASE RATE

The rate for primary classes of exchange service inside the base rate area.

#### BASE RATE AREA

A specific section of an exchange area within which primary classes of service are available without rural increments.

#### BASIC TERMINATION CHARGE

See "Termination Charge".

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 1  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

DEFINITION OF TERMS

BUILDING (SAME)

The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of the Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered passageways.

CALLING AREA

See "Local Service Area".

CANCELLATION CHARGE

A charge applicable under certain conditions when application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE

An office in the Telephone Company where connections are made and switching is accomplished between telephone access lines.

CENTRAL OFFICE LINE

See "Exchange Lines".

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

- |    |                                  |   |
|----|----------------------------------|---|
| a. | For Exchange Service:            |   |
|    | Grade of Line:                   | Individual line, 2-party line,<br>4-party line, etc. (see also<br>"Primary Class of Service") |
|    | Type of Rate:                    | Flat rate   |
|    | Character of Use:                | Business or residence   |
|    | Dialing Method:                  | Touch calling or rotary   |
| b. | For Long Distance Service:       |   |
|    | Type of Call:                    | Station-to-station or person-to-person  |
| c. | For Wide Area Telephone Service: |   |
|    | Type of Rate:                    | Full time or measured time  |

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 3**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**COIN BOX TELEPHONE**

A telephone set equipped with a device for collecting money in payment of telephone messages.

**COLLECT CALL**

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

**COMMUNICATIONS SYSTEMS**

Channels and other facilities which are capable, when not connected to telecommunications services, of communications between customer-provided terminal equipment or Company stations.

**COMPANY**

Wherever used in this Product Guide, "Company" refers to Frontier Communications of The Carolina's, North Carolina (Contel NC) unless the context clearly indicates otherwise.

**COMPANY STATION**

See "Station".

**CONNECTING ARRANGEMENT**

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

**CONSTRUCTION CHARGE**

A separate charge authorized in the Product Guide for construction of pole lines, circuits, facilities, etc.

**CUSTOMER-OWNED PAY TELEPHONE (COPT) COIN LINE SERVICE**

Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for customer-owned pay telephones.

**CUSTOMER PREMISES INSIDE WIRE**

Wire connectors, blocks and jacks within a customer's premises that extend between the termination of the Access Line and those standard jack locations within the customers premises to which terminal equipment can be connected.

**CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Devices or apparatus and their associated wirings, provided by a customer, which do not constitute a communications system, and which when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

EFFECTIVE: NOVEMBER 18, 2014

## DEFINITION OF TERMS

### DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set for in Section 13 of this Product Guide.

### DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

### DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone and TWX users are enabled to ascertain the call number of a desired station.

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- b. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.
- c. Indented Listing: A directory listing indented under another listing.
- d. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.
- e. Dual-name listings: A directory listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.

### DISCONNECTION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of Product Guide regulations by the subscriber, for a permanent interruption of telephone service. Once effected, telephone equipment may be removed from the subscriber's premises and a "final" bill would be rendered showing monies owed to the Company the date service was connected.

### DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 5**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**EXCHANGE**

A central office or group of central offices, together with the subscriber's stations and lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between subscribers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

**EXCHANGE LINE**

Any line (circuit) directly or indirectly connecting an exchange station with a central office. Exchange lines are subdivided as follows:

- a. Central Office Line: A circuit extending from a central office to the location of an individual line or party line primary station or a PBX.
- b. Primary Station Line: The circuit portion of a primary set; the primary set line extends from the primary set location to the central office.
- c. Additional Station Line: The circuit portion of an additional set; the additional set line extends from the additional set location to the primary set location or a central connecting point of the primary set.
- d. Auxiliary Line: A circuit with characteristics similar to an additional set line.
- e. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station location to the PBX switchboard or dial switching equipment.
- f. Tie Line: A circuit connecting PBX systems.

**EXCHANGE SERVICE AREA**

The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 1  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

## DEFINITION OF TERMS

### EXCHANGE SERVICE

The general telephone service rendered in accordance with Product Guide provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Product Guide.

Additional set service is a classification of exchange service, furnished to a subscriber, that is connected on the same central office access line as the primary station. Additional sets may be provided by the telephone company or by the customer on individual line service.

#### a. Flat Rate Service

- (1) Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

#### b. Individual and Party Line Service

- (1) Individual Line Service: A classification of exchange service which provides that only one primary station shall be served by the line connecting such station with the central office or other switching unit.
- (2) Party Line Service: A classification of exchange service which provides that two or more primary stations may be served by the same central office line. Party line service is further classified by the grade of line, as follows:
  - (a) Two-Party Line Service: The same central office line serving no more than two primary stations.
  - (b) Four-Party Line Service: The same central office line serving no more than four primary stations.
  - (c) Service furnished to "Service Stations" is not classified as Party Line Service, but as "Exchange Switching Service".

Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

Touch Calling Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 1  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

## DEFINITION OF TERMS

### EXCHANGE STATION

See "Station".

### EXTENDED AREA SERVICE

Interexchange telephone service furnished at a flat or measured rate between two or more exchange areas.

### FACSIMILE SERVICE

A service or process such that written or printed documents are reduced to electronic form on an originating location facsimile device and transmitted by some means to a terminating facsimile device which reconstructs the documents in written or printed form. The term "voice facsimile service" refers to the use of devices providing facsimile service with associated voice capability so that the end user is able to make conventional voice calls as well as electronic transmittals over the same instrument.

"Voiceless facsimile service" offers only the means of facsimile transmittals with no associated voice capability.

- a. Public Facsimile Service: Facsimile service made available to the public for compensation and transmitted over the telephone network.

### FLAT RATE SERVICE

See "Exchange Service".

### FOREIGN EXCHANGE LISTING

See "Directory Listing".

### FOREIGN EXCHANGE MILEAGE

See "Mileage".

### FOREIGN EXCHANGE SERVICE

See "Exchange Service".

### INDENTED LISTING

See "Directory Listing".

### INITIAL CHARGE

See "Installation Charge".

### INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 8**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**INSTALLATION CHARGE**

A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

**JOINT USER SERVICE**

A classification of exchange service furnished to a joint user, in connection with subscriber's exchange service. A joint user is a person, firm or corporation sharing the subscriber's exchange service in accordance with Product Guide provisions, but who would not otherwise be entitled to the use of the service.

**KEY ACCESS LINE**

A line that continuously connects a subscriber's two and three-line Key Systems to a switching center (exchange) or common carrier operating center.

**LINE**

See "Exchange Line".

**LISTING**

See "Directory Listing".

**LOCAL CALLING AREA**

See "Local Service Area".

**LOCAL MESSAGE**

See "Message".

**LOCAL SERVICE**

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

**LOCAL SERVICE AREA**

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 1  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

### DEFINITION OF TERMS

#### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscriber's communications on an individual message basis between rate centers, or in connection with toll stations, within the same rate center.

a. Station-to-Station Call

A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

b. Person-to-Person Call

A toll message in which the user stipulates a desire for communication with a specified person or auxiliary station at a specified location.

c. Appointment Call

A toll message in which the user stipulates a desire for communication with a specified person or persons at a specified time only.

#### MAINTENANCE CHARGE

Charge made for a repair visit when the trouble is found to be in customer owned equipment.

#### MESSAGE

A completed customer call.

#### MILEAGE

The measurement upon which charges are computed for Foreign Exchange extension, tie and private lines and for lines serving exchange stations located outside the base rate area or outside the central office area of the serving central office.

#### MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers who are not engaged in the business of providing either public landline message telephone service or public message telegraph service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 1  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

## DEFINITION OF TERMS

### NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

### NONLISTED TELEPHONE NUMBER

A nonlisted telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

### NON-PUBLISHED NUMBER

A non-published telephone number is one for which no listing appears in the alphabetical section of the directory or in the "Directory Assistance" records.

### PARTY LINE SERVICE

See "Exchange Service".

### PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service".

### PREMISES (SAME)

The term "same premises" (except in connection with moves or changes) shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others; (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or, (c) the continuous property operated as a single farm whether or not intersected by a public road.

In connection with moves or changes, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or as a residence or combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

### PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at any point within the exchange area at a rate common to all applicants for the same class.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 11**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)**

A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.

**PUBLIC FACSIMILE SERVICE**

See "Facsimile Service."

**REFERENCE LISTING**

See "Directory Listing".

**RESIDENCE SERVICE FOR COMPANY EMPLOYEES**

Different concession rates apply to Class A versus Class B employees. A Class A employee is a nonexempt (hourly) employee. A Class B employee is an exempt (salaried) management type employee.

**ROUTE MEASUREMENT**

See "Mileage".

**SECRETARIAL LINES**

Auxiliary station lines or primary station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 12**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**SERVICE CONNECTION CHARGE**

A non-recurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

**SHARING AND RESALE OF TELEPHONE SERVICES**

A telecommunication arrangement where two or more unrelated parties located on the same continuous premises utilize a common telephone service as specified in Section 23 of this Product Guide.

**SLAMMING**

The unauthorized change of a subscriber's preferred telecommunications carrier.

**STANDARD MODULAR JACK**

Standard Registration Program jack or equivalent as specified in Title 47, Code of Federal Regulations, Chapter 1, Part 68.

**STANDARD NETWORK INTERFACE**

The Standard Network Interface is a standard Registration Program jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line services.

- a. The Standard Network Interface will be located within the subscriber premises.
- b. All premises services will connect to the telecommunications network through the Standard Network Interface.
- c. For existing installations, the protector or point where facilities enter a customer's premises is to be established as the Standard Network Interface. Going forward, a Company-provided standard Registration Program jack is to be used as the point of connection to the telecommunications network. All newly constructed customer premises will be provided with a Standard Network Interface.

**STATION**

The network controlling signaling unit and any other equipment provided at a customer's premises which enables the sending and/or receiving of communications.

- a. **Company Station:** A station for which the central office equipment, lines and station equipment are owned and maintained by the Company and provided as a part of the Company's service offering. This term also denotes the network control signaling unit and other equipment provided by the Company at the customer's premises which enables the customer to establish the communications connection and to effect communications through such connections.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 1  
ORIGINAL PAGE 13**

**EFFECTIVE: NOVEMBER 18, 2014**

**DEFINITION OF TERMS**

**STATION (Cont'd)**

- b. Exchange Station: A Company station furnished for exchange service and directly or indirectly connected with a central office.
- c. Primary and Additional Stations:
  - (1) Primary Station: A station, directly connected by means of an individual line or party line with a central office.
  - (2) Additional Station: An additional station connected on the same circuit as the primary station and subsidiary thereto.
- d. PBX Stations: See "Private Branch Exchange Service (PBX Service)".

**STATION LINE**

See "Exchange Line".

**STATION-TO-STATION CALL**

See "Long Distance Message Telecommunications Service".

**SUBSCRIBER**

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Product Guide.

**SUSPENSION OF SERVICE**

An arrangement made at the request of the subscriber, or initiated by the Company for violation of Product Guide regulations by the subscriber, temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

**TELECOMMUNICATIONS SERVICES**

The various services offered by the Company as specified in this Product Guide.

**TELEPHONE NUMBER**

A designation assigned to a telephone service for convenience in operating.



EFFECTIVE: NOVEMBER 18, 2014

DEFINITION OF TERMS

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TIE LINE

See "Exchange Line".

TIE LINE MILEAGE

The measurement on which the rates for tie lines connecting customer's switchboard is based.

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

TOLL SERVICE

See "Long Distance Message Telecommunications Service".

TOUCH CALLING SERVICE

See "Exchange Service".

TRANSIENT TENANT

A tenant who occupies a dwelling for a period of less than three months during any twelve-month period except for a person temporarily subleasing a residential premises.

UNAUTHORIZED CHANGE OF LOCAL SERVICE PROVIDER (SLAMMING)

This term applies to a change in the preferred local service provider that the end-user denies authorizing.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

The furnishing of facilities for a dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL INDEX PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

Page No.

<b>2.1</b>	<b><u>APPLICATION</u></b>	<b>7</b>
<b>2.2</b>	<b><u>LIMITATIONS AND USE OF SERVICE</u></b>	
2.2.1	Use of Subscriber's Service	7
2.2.2	Establishment of Identity	8
2.2.3	Customer-Provided Terminal Equipment and Customer-Provided Communications Systems	8
2.2.4	Accessories Provided by the Subscriber	8
2.2.5	Broadcast of Recordings of Telephone Conversations	8
2.2.6	Recorded Public Announcements	9
2.2.7	Limited Communication	9
2.2.8	Transmitting Messages	9
2.2.9	Unlawful Use of Service	10
2.2.10	Cancellation of Service for Cause	10-11
<b>2.3</b>	<b><u>ESTABLISHMENT AND FURNISHING OF SERVICE</u></b>	
2.3.1	Availability of Facilities	6
2.3.2	Party Line Service	7
2.3.3	Application for Service	7-8
2.3.4	Application of Rates for Business and Residence Service	8-10
2.3.5	Transfer of Service Between Subscribers	10-11
2.3.6	Initial Service Periods	11
2.3.7	Floor Space, Electric Power and Operating at the Subscriber's Premises	11
2.3.8	Provision and Ownership of Equipment and Facilities	12
2.3.9	Provision and Ownership of Directories	12
2.3.10	Provision and Ownership of Telephone Numbers	12
2.3.11	Maintenance and Repairs	13
2.3.12	Company Facilities at Hazardous or Inaccessible Locations	13
2.3.13	Work Performed Outside Regular Working Hours	13
2.3.14	Vacation Service – Business and Residence	13-14
2.3.15	Termination of Service	14-15
2.3.17	Residence Service for Company Employees	15-16
2.3.18	Termination Liability	16

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

Page No.

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES**

2.4.1	Advance Payments .....	16
2.4.2	Deposits .....	16-21
2.4.3	Billing Procedure Rule (Rule R12-9) .....	22-23
2.4.4	Payments for Service .....	23-24
2.4.5	Allowance for Interruptions .....	24
2.4.6	Provision for Certain Local Taxes and Fees .....	25
2.4.7	Service Performance Guarantee .....	25
2.4.8	Residence Retention and Reconnect Offer .....	25.2

**2.5 LIABILITY OF THE COMPANY**

2.5.1	Service Irregularities .....	25.3
2.5.2	Use of Facilities of Other Connecting Carriers .....	25.3
2.5.3	Indemnifying Agreement .....	26
2.5.4	Defacement of Premises .....	26
2.5.5	Period for the Presentation of Claims .....	26
2.5.6	Equipment in Explosive Atmospheres .....	26-27

**2.6 CUSTOMER PREMISES INSIDE WIRE**

2.6.1	General Regulations .....	27-28
2.6.2	Responsibility of the Customer .....	29
2.6.3	Responsibility of the Company .....	29
2.6.4	Violation of Regulations .....	30

**2.7 SPECIAL PROMOTIONS** ..... 30

**2.8 ROAD WORK RECOVERY SURCHARGE** ..... 31

**2.9 CHANGE OF LOCAL SERVICE PROVIDER** ..... 32

**2.10 SERVICE CONCURRENCE** ..... 32

## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

### S2. GENERAL REGULATIONS

#### Terms and Conditions

Terms and conditions pursuant to which frontier will provide its customers with service. Any dispute must be resolved by binding arbitration on an individual basis rather than lawsuits, jury trials, or class actions, as explained more fully in the following sections. By using frontier services or equipment, customers agree to all terms and conditions provided in Frontier tariffs and/or product guides. If a written agreement with a physical or electronic signature was signed, that agreement supersedes anything inconsistent in these terms and conditions.

"Customer" means the individual customer or any member of the customer's household or other persons using the customer's services from Frontier. "Frontier" means Frontier Communications of the Carolinas LLC, its affiliated companies, or both.

#### **General Subscriber Services Catalog**

In addition to these general terms and conditions, Frontier's Product Guide (also known as Catalog) sets forth terms and conditions specific to the services to which you subscribe, unless otherwise noted. Frontier's Product Guide/Catalog is available on the Frontier website (the "Website") at [www.frontier.com](http://www.frontier.com). Customers may also obtain further information regarding the terms and conditions applicable to the ordered Service by calling Frontier. . Unless expressly stated otherwise, the Product Guide/Catalog also applies to Customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Product Guide/Catalog, the terms in the separate contract shall control with respect to Services subject to that contract.

#### **Termination by Customer**

A customer may terminate a service to which they have subscribed on a month-to-month basis at any time by notifying Frontier. The customer remains liable for payment of all outstanding charges for all services used and equipment purchased prior to termination. If the customer received special rates in return for subscribing to multiple services and subsequently unbundle, terminate, or disconnect any of these services at any time, then Frontier may adjust the rates for the remaining services. A change in the customer's service address or the location to which any service is provided to the customer may constitute termination of that service.

#### **Termination by Frontier**

Frontier may interrupt or terminate a service: (1) if the customer does not honor any provision of these terms and conditions (including payment obligations to Frontier for these or any other services); (2) if the customer uses a service in a manner that adversely affects service to other customers or harasses Frontier customers or employees; (3) if the customer or others use a service to engage in fraud or unlawful conduct or are suspected of doing so; or (4) any regulatory agency, legislative body, or court restricts or otherwise prevents Frontier from furnishing the Service(s). Frontier may restore such interrupted or terminated service, in its sole discretion, following correction of the violation and payment of any amounts due, including any restoration charge Frontier assess for restoring the customer's service.

## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

### S2. GENERAL REGULATIONS

#### Terms and Conditions (continued)

##### **Payments**

Frontier will bill the customer monthly for all charges associated with the services or equipment provided. Payment in full is due no later than the due date indicated on the customer's bill. The customer is responsible for paying any taxes, surcharges, fees and assessments imposed from time to time in connection with these services. If the customer has authorized payment for services or equipment by credit card or by debiting a bank account, no additional notice or consent is required before Frontier invoices the credit card or debit the bank account for all amounts due to Frontier for any reason. Frontier may accept late payments, partial payments or any payments marked as being "payment in full" or as being settlement of any dispute without losing any of Frontier's rights under this agreement. The customer agrees to pay costs and fees that Frontier incurs to collect an unpaid balance from the customer including attorney's fees.

##### **Credits and Deposits**

The customer authorizes Frontier to ask credit reporting agencies for credit information about the customer. Frontier may, in Frontier's discretion, require the customer to submit a deposit as security for payment of charges. An additional deposit may be required if either the amount or number of services is increased or the customer's credit rating changes. Simple interest will be paid on the cash deposit for the period it is held by Frontier and will be refunded if satisfactory credit has been established or upon termination of service. Frontier reserves the right to apply the deposit to any amount due and unpaid. Frontier may require a guarantee of payment by an individual or entity approved by Frontier.

##### **Telephone Numbers**

Frontier may assign telephone numbers in connection with the service subscribed to. The customer has no proprietary right to any such identifiers, and Frontier reserves the right to change them upon notice to the customer.

##### **Theft and Fraud**

If the customer's service or equipment is lost or stolen or fraudulently used, then the customer is responsible for all usage incurred before Frontier receives notice from the customer of such loss or theft. The customer agrees to cooperate in the investigation of fraud or theft and to provide Frontier with such information and documentation as Frontier may request (including affidavits and police reports).

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

## S2. GENERAL REGULATIONS

### Terms and Conditions (continued)

#### **Dispute Resolution By Binding Arbitration**

Frontier encourages the customer to contact our Customer Service department if the customer has concerns or complaints about their service or Frontier. Generally, customer complaints can be satisfactorily resolved in this way. If the customer is not able to resolve their concerns through Frontier's Customer Service department, the customer agrees to resolve all disputes through binding arbitration or a small claims court rather than lawsuits, jury trials, or class actions. Arbitration is more informal than a lawsuit. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and individual relief affecting individual parties that a court can award, including an award of attorney's fees if the law allows.

The customer and Frontier agree to arbitrate all disputes and claims between the customer and Frontier including, but not limited to, all claims arising out of or relating to any aspect of the customer and Frontier's relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory, that arose either before or during this or any prior Agreement, or that may arise after termination of this Agreement. Notwithstanding the foregoing agreement, Frontier agrees that it will not use arbitration to initiate debt collection against a customer except in response to claims the customer has made in arbitration. In addition, by agreeing to resolve disputes through arbitration, the customer and Frontier agree to each unconditionally waive the right to a trial by jury or to participate in a class action, representative proceeding, or private attorney general action.

Instead of arbitration, either party may bring an individual action in a small claims court for disputes or claims that are within the scope of the small claims court's authority. In addition, the customer may bring any issues to the attention of federal, state, or local agencies, including, for example, the Federal Communications Commission. Such agencies can, if the law allows, seek relief against us on the customer's behalf. The Federal Arbitration Act governs the interpretation and enforcement of this provision, even after the agreement is terminated. In person arbitrations will take place at a location that the AAA selects in the state of the customer's primary residence unless the customer you and Frontier agree otherwise. In addition, the arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA") and will be administered by the AAA. Procedure, rule and fee information is available from the AAA online at [adr.org](http://adr.org), by calling the AAA at 1-800-778-7879, or by calling Frontier at 1-877-462-7320, option 3. The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. If the customer's claim is for \$10,000 or less, the customer may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in person hearing as established by the AAA Rules. If the customer's claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

## S2. GENERAL REGULATIONS

### Terms and Conditions (continued)

Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based.

Frontier agrees to pay the customer's AAA filing, administration, and arbitrator fees for claims for damages of up to \$10,000 and for claims for non-monetary relief up to the value of \$10,000, as measured from either the customer's or Frontier's perspective. In addition, Frontier will not pay the customer's share of the AAA fees if the arbitrator finds that either the customer's claim or the relief sought is frivolous or brought for an improper purpose, as measured by the standards of Federal Rule of Civil Procedure 11(b).

If Frontier offers to settle your dispute prior to appointment of the arbitrator and the customer does not accept the offer, and the arbitrator awards the customer an amount of money that is more than Frontier's offer but less than \$5000, then Frontier agrees to pay the customer double the arbitrator's award up to, but not more than, \$5000. If Frontier does not offer to settle the customer's dispute prior to appointment of the arbitrator, and the arbitrator awards the customer an amount of money, then Frontier agrees to pay the customer double the arbitrator's award up to, but not more than, \$5000. Although Frontier may have a right to an award of attorneys' fees and expenses if it prevails, Frontier agrees that it will not seek such an award.

The customer and Frontier agree to seek only such relief—whether in the form of damages, an injunction, or other non-monetary relief—as is necessary to resolve any individual injury that either the customer or Frontier has suffered or may suffer. In particular, if either the customer or Frontier seek non-monetary relief, such relief must be individualized and may not affect individuals or entities other than the customer or Frontier. The customer and Frontier agree that either party may bring claims against the other only in an individual capacity and not as a plaintiff or class member in any purported class, representative, or private attorney general proceeding. The arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a class, representative, or private attorney general proceeding. This requirement that claims be brought in binding arbitration only in an individual capacity and not as a representative, private attorney general, or class member is non-severable. If this requirement is found to be unenforceable, then the entirety of this arbitration provision shall be null and void. Further, an arbitrator's award and any judgment confirming it shall apply only to that specific case and cannot be used in any other case except to enforce the award itself.

Notwithstanding any provision in this Terms and Conditions to the contrary, Frontier agrees that if Frontier makes any change to this arbitration provision, the customer may reject that change and require Frontier to adhere to the language in this provision. By rejecting any future change, the customer is agreeing that the customer will arbitrate any dispute between the parties in accordance with the language of this provision.

### **Governing Law**

If required by law, this agreement will be governed by the laws of the customer's state. Otherwise, this agreement will be governed by the laws of the state of New York, without regard to its choice of law rules.

### **No Third Party Rights**

This agreement shall not provide any third party with a remedy, claim or right of reimbursement.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

## S2. GENERAL REGULATIONS

### Terms and Conditions (continued)

#### **Assignment**

Frontier may assign this Agreement to another entity without any advance consent from or notice to the customer. The customer may not assign this Agreement without Frontier's consent.

#### **Acts Beyond Our Control**

Neither the customer nor Frontier will be responsible to the other for any delay, failure in performance, loss or damage due to fire, explosion, power blackout, earthquake, volcanic action, flood, the weather elements, strike, embargo, labor disputes, civil or military authority, war, terrorist acts, acts of God, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, or other causes beyond the customer or Frontier's reasonable control, except that the customer must pay for any services used.

#### **Severability**

If Frontier does not enforce any right or remedy available under this Agreement, that failure is not a waiver. Except where this Agreement specifically provides otherwise, if any part of the Agreement is held invalid or unenforceable, the remainder of this Agreement will remain in force.

#### **INDEMNIFICATION**

THE CUSTOMER AGREES THAT FRONTIER SHOULD NOT BE RESPONSIBLE FOR ANY THIRD-PARTY CLAIMS AGAINST FRONTIER THAT ARISE FROM THE CUSTOMER'S USE OF THE SERVICES. FURTHER, THE CUSTOMER AGREES TO REIMBURSE FRONTIER FOR ALL COSTS AND EXPENSES RELATED TO THE DEFENSE OF ANY SUCH CLAIMS, INCLUDING ATTORNEY'S FEES, UNLESS SUCH CLAIMS ARE BASED ON FRONTIER'S WILLFUL MISCONDUCT OR GROSS NEGLIGENCE. THIS PROVISION WILL CONTINUE TO APPLY AFTER THE AGREEMENT ENDS.

#### **LIMITATION OF LIABILITY**

Frontier's liability regarding the customer's use of services or equipment, or the failure of or inability to use the services or equipment, is limited to the charges the customer incurs for services or equipment during the affected period. This means frontier is not liable for any incidental or consequential damages (such as lost profits or lost business opportunities), punitive or exemplary damages, or attorney's fees.



## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

### S2. GENERAL REGULATIONS

#### Terms and Conditions (continued)

#### DISCLAIMER OF WARRANTIES

Frontier makes no warranty regarding the services and disclaims any implied warranty, including any warranties of merchantability or fitness for a particular purpose. Frontier is not responsible for circumstances beyond frontier's control, including without limitation, acts or omissions of others, atmospheric conditions, or acts of god. Frontier does not manufacture equipment or software, and the customer only warranties and representations with respect to equipment or software are those provided by the manufacturer (with respect to which frontier has no liability whatsoever).

#### Entire Agreement

These terms and conditions, together with the service order, the Product Guide/Catalog and any applicable tariff, are the entire agreement between the customer and Frontier, which may only be amended as described above. These terms and conditions supersede any inconsistent or additional promises made to the customer by any of Frontier's employees or agents. Interstate rates and charges for each of Frontier's products can be found in Frontier's current price list at [tariffs.frontiercorp.com](http://tariffs.frontiercorp.com). If the customer does not have Internet access, the customer may call the customer service number on the customer's bill to request this information

TO THE EXTENT THAT THERE ARE ANY CONFLICTS WITH THE ABOVE TERMS AND CONDITIONS ELSEWHERE IN THE PRODUCT GUIDE AND/OR ANY APPLICABLE COMPANY TARIFFS, THE ABOVE TERMS AND CONDITIONS WILL SUPERCEDE.

EFFECTIVE: NOVEMBER 18, 2014

## GENERAL REGULATIONS

### 2.1 APPLICATION

- 2.1.1 The regulations specified herein are applicable to all communication services offered in this Product Guide by Frontier, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Product Guide.

By subscribing to the Company's local exchange service, the customer acknowledges and agrees that its name, address and telephone number may be released to a governmental entity when such entity has advised the Company that such information is required for use by that entity in an enhanced emergency 911 telephone system. Such information shall only be used by the governmental entity for the limited purpose of establishing and operating an enhanced emergency 911 system. The information provided herein will be furnished by the Company pursuant to the applicable provisions of Section 24 of its Product Guide and the applicable provisions of the North Carolina General Statutes Chapter 62A, Public Safety Telephone Service.

### 2.2 LIMITATIONS AND USE OF SERVICE

#### 2.2.1 Use of Subscriber's Service

- a. Except as specified below and as otherwise provided in this Product Guide, facilities and services are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment. Service may be shared but not resold by the respective subscriber with the following:
- (1)
  - (2) Patrons of hospitals, nursing homes, rest homes and licensed retirement centers
  - (3) Members of clubs
  - (4) Students living in quarters furnished by schools, colleges or universities. Nonprofit colleges and universities may share or resale service to its students under the provisions of b.(1) following.
  - (5) Persons temporarily subleasing a subscriber's residential premises.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.2 LIMITATIONS AND USE OF SERVICE (Continued)

2.2.1 Use of Subscriber's Service (Continued)

- b. Except as specified below and as otherwise provided in this Product Guide, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. Service may be shared by the respective subscriber with the following or resold by the respective subscriber to the following:
  - (1) Clients and providers of Sharing and Resale of Telephone Services as specified in Section 23.
  - (2) Hotel/Motel patrons as specified in Section 23.1.
  - (3) Transient tenants as specified in Section 23.1.
  - (4) Users of Public Telephone Access Service for Customer Provided Equipment.
  - (5) Subscribers who are engaged as communications common carriers in a public telegram message business.
  - (6) Local or long-distance telephone calls placed by patrons of hotels and motels when such calls are completed through the use of local or long-distance message telecommunications service (MTS).
  - (7) Cities and counties may participate in the telephone network of the State of North Carolina in accordance with Senate Bill 304.
  - (8) Students or guests housed in quarters furnished by nonprofit colleges or universities, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food or other support services directly to or for the institution, its students or guests as specified in section 23.1.a.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.2        LIMITATIONS AND USE OF SERVICE (Cont'd)**

**2.2.1        Use of Subscriber's Service (Cont'd)**

- c.        In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the service and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- d.        Use of Long Distance Message Telecommunications Service (MTS) and Wide Area Telecommunications Service (WATS) may extend to the exception group as defined in Section 23.1 a.

**2.2.2        Establishment of Identity**

- a.        The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b.        The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

**2.2.3        Customer-Provided Terminal Equipment and Customer-Provided Communications Systems**

- a.        Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 15 of this Product Guide.

**2.2.4        Accessories Provided by the Subscriber**

- a.        Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the service for which they are furnished under this Product Guide are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.
- b.        While the Company's Basic Local Exchange Service Line, as specified in Section 3.3 of this Product Guide, may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.

**2.2.5        Broadcast of Recordings of Telephone Conversations**

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this Product Guide.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.2 LIMITATIONS AND USE OF SERVICE (Cont'd)**

**2.2.6 Recorded Public Announcements**

- a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
  - (1) For purposes of identification, subscribers to 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.
  - (2) Subscribers transmitting factual public announcements such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.
  - (3) Non-published telephone numbers will not be furnished for use with recorded public announcements.
  - (4) Failure to comply with the provisions of this Product Guide shall be cause for termination of the service.

**2.2.7 Limited Communication**

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

**2.2.8 Transmitting Messages**

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.2 LIMITATIONS AND USE OF SERVICE (Cont'd)**

**2.2.9 Unlawful Use of Service**

Telephone service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reason to believe that such service will be used in violation of law.

**2.2.10 Cancellation of Service for Cause**

- a. The Company may either suspend service or terminate the subscriber's service without suspension, or following a suspension of service disconnect the service and remove any of its equipment from the subscriber's premises upon:
  - (1) Abandonment of the service.
  - (2) Failure of a subscriber to make suitable deposit as required by this Product Guide.
  - (3) Impersonation of another with fraudulent intent.
  - (4) Listening in on party line conversations.
  - (5) Non-payment of any sum due for exchange, long distance or other services.
  - (6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.2 LIMITATIONS AND USE OF SERVICE (Cont'd)

2.2.10 Cancellation of Service for Cause (Cont'd)

a. (Cont'd)

(7) Abuse or fraudulent use of service; such abuse or fraudulent use includes:

- (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
- (b) The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, long distance message telecommunications service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- (c) The use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another;
- (d) The use of profane or obscene language;
- (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

(8) Any other violation of the Company's regulations.

Items (2) and (5) preceding are to be administered in accordance with 2.4.2 of this Product Guide.

- b. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE**

**2.3.1 Availability of Facilities**

- a. The Company's obligation to furnish service is dependent upon its ability to procure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this Product Guide provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5, except as otherwise specified.
- d. The specialized terminal equipment needed by persons whose hearing, speech, vision or mobility is impaired is available from the Company upon subscriber request on a monthly basis.



EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.2 Party Line Service**

When party line service is furnished to a subscriber, the Company may, in consideration of the rate at which service is furnished, establish and furnish service to other subscribers on the same line. The Company reserves the right to cancel any party line service, upon thirty days' notice, whenever in the judgment of the Company the use of the subscriber holding such contract is such, from large use or other cause, as to interfere with the reasonable use of others connected with the same line.

**2.3.3 Application for Service**

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
- c. If telephone service is established and it is subsequently determined that either condition in b. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- d. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- e. When equipment has been ordered for the specific needs of a subscriber and the installation thereof is unduly delayed by, or at the request of, the subscriber, appropriate charges apply for such equipment for the period of the delay.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.3 Application for Service (Cont'd)**

- f. When a subscriber requests a change in location of all or a part of the facilities covered by his application for service or requests additions, rearrangements, or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

**2.3.4 Application of Rates for Business and Residence Service**

- a. Although in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the listing required is such as to indicate business use. Business rates apply for:

- (1) Offices, stores, factories, mines and all other places of strictly business nature.

- (2) Boarding houses, except as modified under Section 2.3.4 c.(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.3.4 c.(5); public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

NOTE: For the purpose of this Product Guide, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when, in the judgement of the Company, they are not conducted primarily for business purposes and are listed as residences.

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.4 Application of Rates for Business and Residence Service (Cont'd)**

b. (Cont'd)

- (4) Residence locations, where an auxiliary station or auxiliary bell is located in any place where business rates would apply under the provisions of this Product Guide.
- (5) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under Section 2.3.4 c.(3).
- (6) All other locations where the subscriber's primary use of the service is for business purposes.
- (7) Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.

c. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

- (1) Private residences on service not employing business listings.
- (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon, or other medical practitioner or Christian Science practitioner provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", and "Professor" are not considered business designations.
- (4) Carport or garage when strictly a part of the subscriber's domestic establishment.
- (5) College fraternity houses where members of the fraternity lodge within the house.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

2.3.4 **Application of Rates for Business and Residence Service (Cont'd)**

c. (Cont'd)

- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
- (7) Lines which are terminated in facilities or equipment of an amateur radio licensee and used for control of amateur radio communications repeaters and for no purpose which would otherwise cause the service to be classified as business.
- (8) Services provided to family care homes. For the purposes of this provision, a family care home is defined as a home with support and supervisory personnel that provides room and board, personal care and habilitation services in a family environment for not more than six resident handicapped persons.

- d. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of this service, as specified in c. above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes or if any family care home classified as business requests a change in classification from business to residence on or before April 10, 1995.

- e. Changes from residence to business service may be made without change in telephone number, if the subscriber so desires. Service connection charges, which apply for such changes, are quoted in Section 4 of this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

2.3.5 Transfer of Service Between Subscribers

- a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, provided there is no lapse in the rendition of service. The Secondary Service Order charge, specified in Section 4.3, will be applied to the new subscriber's account for such transfers.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3     ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.5     Transfer of Service Between Subscribers (Cont'd)**

- b.     Where existing service is continued for a new subscriber, the telephone number may be retained by the new subscriber only if the old subscriber consents and an arrangement acceptable to the Telephone Company is made to pay all outstanding charges against the service.

**2.3.6     Initial Service Periods**

- a.     Unless otherwise specified, the initial service period for all services offered in this Product Guide is one month commencing with the date of installation of the service.
- b.     For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this tariff containing the service offered.
- c.     The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

**2.3.7     Floor Space, Electric Power and Operating at the Subscriber's Premises**

- a.     The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.
- b.     All operating required for the use of communications facilities provided by the Company at the subscriber's premises, will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.8 Provision and Ownership of Equipment and Facilities**

- a. Equipment and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this Product Guide, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.
- b. Subscribers may not disconnect or remove, or permit others to disconnect or remove, any apparatus installed by the Company, except upon the written consent of the Company.
- c. Equipment and facilities furnished by the Company shall, upon termination of service for any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected.
- d. Subject to FCC Docket No. 79-105 responsibility and maintenance of inside wire is transferred to the customer. Any maintenance contracted for with the Company will be provided on a deregulated basis.

**2.3.9 Provision and Ownership of Directories**

- a. Telephone directories shall be issued by each telephone utility operating in North Carolina approximately every twelve months. The directory shall remain the property of the utility until the succeeding issue becomes effective. Current directories shall not be mutilated or destroyed and shall be surrendered upon request of the utility.
- b. Directories which are the property of the telephone utility are furnished to subscribers as part of the telephone service.
- c. All non-telephone utility advertising shall be confined to the yellow pages only.
- d. Telephone directories are furnished subscribers to facilitate the use of the service. The Company shall provide at least one directory for each exchange access line or main centrex station, but may provide without charge up to one directory for each station at the customer's request. Additional copies may be provided at a reasonable charge.

- 2.3.10** Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

EFFECTIVE: JUNE 1, 2020

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.11 Maintenance and Repairs**

All ordinary expense of maintenance and repairs unless otherwise specified in this Product Guide, is borne by the Company. In case of damage, loss, theft or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with replacement of the property damaged, lost, stolen or destroyed, or the expense incurred in restoring it to its original condition.

**2.3.12 Company Facilities at Hazardous or Inaccessible Locations**

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the subscriber may be required to install and maintain the Company, any remuneration to be based on the conditions involved.

**2.3.13 Work Performed Outside Regular Working Hours**

The rates and charges specified in this Product Guide contemplate that all work in connection with furnishing (not repairing) or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing (not repairing) or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this Product Guide, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

**2.3.14 Temporary Suspension of Service <sup>1</sup> (Vacation Service)**

(T)

**a. General**

- (1) Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
- (2) When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
- (3) When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the termination service charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
- (4) In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the customer, inward calls to a station at which service is suspended may be referred to the call number of another station in the same exchange, providing facilities for referral are available.
- (5) The charge for the total suspension period may be collected in advance.

<sup>1</sup> This service not offered after June 1, 2020.

(N)



EFFECTIVE: JUNE 1, 2020

GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

2.3.14 Temporary Suspension of Service (Vacation Service) <sup>1</sup> (Cont'd)

(T)

a. General (Cont'd)

- (6) There is no reduction in the charge for foreign central office and foreign exchange line mileage during the period of suspension.
- (7) In connection with "Residence Service for Company Employees," the charge for service during the period of suspension is 50 percent of the rate regularly charged for service furnished without the reduction as specified in Section 2.3.17.
- (8) Service may not be suspended for more than nine (9) months of any consecutive 12-month period.

b. Application of Charges

(1) Main Service

The charge for main service during the period of suspension is 50 percent of the rate regularly charged, except as specified in 2.3.14 a. (1).

(2) Centrex System

In those cases where a portion of a Centrex system is suspended and application of the 50 percent rate results in a monthly amount lower than the minimum monthly charge described in Section 12, the customer is charged at the minimum rate applicable.

2.3.15 Termination of Service

a. Termination of Service by the Company

- (1) Violation of any of the regulations contained in this Product Guide on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.

<sup>1</sup> This service not offered after June 1, 2020.

(N)

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)**

**2.3.15 Termination of Service (Cont'd)**

**a. Termination of Service by the Company (Cont'd)**

- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

**b. Termination of Service at the Subscriber's Request**

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges or both.

**2.3.16 Ringer Limitations**

- a. The number of ringers directly connected to the line (including that furnished with the telephone station) is limited to four per station in the case of individual and two-party lines, and to two per station in the case of four-party lines.

**2.3.17 Residence Service for Company Employees**

- a. Employees' Service is offered to all regular full-time employees who reside within an area served by the Company and have one month of continuous service with the Company.
- b. The concession rates and the extent of service to which the rates apply will be classified as either Class A or Class B.
  - 1) Class A - All nonexempt employees will be furnished one residential access line and one touch calling line at fifty percent (50%) of the regular rate. After completing 21 years of net credited service, this concession will be changed to 100%. Employees leasing telephone sets at a concession rate on the effective date of this Product Guide will be given those sets. This concession will not apply to any mileage charges or any other charges for special services.

## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 24

EFFECTIVE: NOVEMBER 18, 2014

### GENERAL REGULATIONS

#### 2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### 2.3.17 Residence Service for Company Employees (Cont'd)

b. (Cont'd)

2) Class B - All exempt employees will be furnished one residential access line, one touch calling line, Call Waiting, Call Forward and Three Way Calling free of charge. Employees leasing telephone sets at a concession rate, on the effective date of this Product Guide will be given those sets. This concession will not apply to any mileage charges or any other charges for special services.

c. Service provided in accordance with Paragraph b. above will be furnished only at the employee's residence, and only at locations within the service area of Frontier. Such employee's service will not be furnished at locations where the service is not restricted to the use of the employee and members of his immediate family or other employees residing in the same household.

d. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).

e. Retired employees of Continental Telecom Inc. or this Company who are receiving a service or disability pension will be furnished local telephone service, in accordance with Paragraph b. and c. above, at the same (N) concession rate they were receiving at the time of retirement.

##### 2.3.18 Termination Liability

a. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

2.3.18 Termination Liability (Cont'd)

- c. End of Term Options
  - (1) Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
    - (a) Renew their term commitment,
    - (b) Commit to a new term period,
    - (c) Arrange for a change of service, or
    - (d) Arrange for termination of the service.
  - (2) In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under Product Guide (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.
- d. Early termination charges will not be assessed under the following circumstances:
  - (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
  - (2) Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;
  - (3) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
  - (4) Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
    - (a) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
    - (b) The Company provides the new service via Product Guide or on an individual case basis (ICB),  
and
    - (c) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.
- e. The rules and regulations set forth in a. through d. preceding affect only those services that reference this section for termination liability application. Termination liability as specified for other services shown elsewhere in the Company's Product Guide applies in lieu of the above.



## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 26

EFFECTIVE: NOVEMBER 18, 2014

### GENERAL REGULATIONS

#### 2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

##### 2.4.1 Advance Payments

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

##### 2.4.2 Deposits

- a. The Company rules for collection of customer deposits are as provided in Chapter 12 of the Rules and Regulations of the Utilities Commission establishing uniform rules for all public utilities for the collection of customer deposits, as follows:

#### NORTH CAROLINA UTILITIES COMMISSION

#### CHAPTER 12

#### CUSTOMER DEPOSITS FOR UTILITY SERVICES

Rule R12-1. Declaration of public policy.--The Utilities Commission, hereinafter referred to as the "Commission", declares that it is in the public interest that any utility requiring a deposit from its customer shall fairly and indiscriminately administer a reasonable policy reflected by written regulations, in accord with these Rules, for the requirement of a deposit for connecting utility service, or for an existing customer to continue or to reconnect service. A cash deposit to establish, maintain, or re-establish service shall be required only in compliance with these Rules, and to avoid, to the extent practicable, the creation of a burden arising from uncollectible bills which would have to be borne ultimately by all the utility's ratepayers. Any utility requiring a deposit shall apply a deposit policy in accord with these Rules in an equitable and non-discriminatory manner to all applicants for service and to all customers throughout the service area without any different application of any part thereof, and such deposit policy shall be predicated upon the credit risk of the individual without regard to the area in which he lives.

Rule R12-2. Deposits from customers.--a) Each utility may require an applicant for service to satisfactorily establish credit which will be deemed established if:

- i) The applicant owns the premises to be served or other real estate within the county, unless the applicant is an unsatisfactory credit risk; or
- ii) The applicant demonstrates that he is a satisfactory credit risk by appropriate means, including but not limited to, references which may be quickly and inexpensively checked by the utility; or

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2 Deposits (Cont'd)

a. (Cont'd)

Rule 12.2. Deposits from customers. (Cont'd)

- (iii) The applicant has been a customer of the utility for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service, has not had service discontinued for nonpayment of bills or had more than two occasions in which a bill was not paid when it became due; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired; or
  - (iv) The applicant furnishes a satisfactory guarantor to secure payment of bills for the service requested in a specified amount not to exceed the amount of the cash deposit prescribed in Rule R12-4 of these Rules; or
  - (v) The applicant makes a cash deposit to secure payment of bills for service as prescribed in Rule R12-4 of these Rules.
- (b) The establishment of credit under the provisions of this Section or the re-establishment of credit under the provisions of Rule R12-3 of these Rules, shall not relieve the applicant for service or customer from compliance with the reasonable regulations of the utility including, but not limited to, the prompt payment of bills and the Rules for discontinuance of service for the non-payment of bills due for service furnished.

Rule R12-3. Re-establishment of service.--(a) An applicant for service who previously has been a customer of the utility and whose service has been discontinued by the utility during the last twelve months of that prior service, because of non-payment of bills, may be required to re-establish credit in accordance with Rule R12-2 of these Rules; except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of non-residential service.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2 Deposits (Cont'd)

a. (Cont'd)

Rule R12-3. Re-establishment of service. (Cont'd)

(b) A customer who fails to pay a bill within a reasonable period after it becomes due and who further fails to pay such bill within five (5) days after presentation of a discontinuance of service notice for non-payment of bill (regardless of whether or not service was discontinued for such non-payment) may be required to pay such bill, together with a reasonable reconnection charge, if service was disconnected after notice as provided in Rule R12-8, and re-establish his credit by depositing the amount prescribed in Rule R12-4 of these Rules.

(c) A customer may be required to re-establish his credit in accordance with Rule R12-2 of these Rules in case the condition of service or basis on which credit was originally established has materially changed.

Rule R12-4. Deposit; Amount; Receipt; Interest.--(a) No utility shall require a cash deposit to establish or re-establish service in an amount in excess of two-twelfths of the estimated charge for the service for the ensuing twelve months; and, in the case of seasonal service, in an amount in excess of one-half of the estimated charge for the service for the season involved. Each utility, upon request, shall furnish a copy of these Rules to the applicant for service or customer from whom a deposit is required, and such copy shall contain the name, address, and telephone number of the Commission.

(b) Upon receiving a cash deposit, the utility shall furnish to the applicant for service or customer a receipt showing: (i) the date thereof; (ii) the name of the applicant or customer and the address of the premises to be served or served; (iii) the service to be furnished; and, (iv) the amount of the deposit and the rate of interest to be paid thereon.



EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2 Deposits (Cont'd)

a. Rule R12-4. Deposit; Amount; Receipt; Interest. (Cont'd)

- (c) Each utility shall pay interest on any deposit held more than ninety (90) days at the rate of eight per cent per annum. Interest on a deposit shall accrue annually, and if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date. A utility shall pay interest on a deposit beginning with the 91st day after it is collected and continuing until such deposit is lawfully tendered back to the customer by first class mail, or to his legal representative or until it escheats to the State, with accrued interest.

Rule R12-5. Refund of deposit.--(a) Upon discontinuance of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills for service furnished by the utility. A transfer of service from one premises to another within the service area of the utility shall not be deemed a discontinuance within the meaning of these Rules.

- (b) On one stated date each calendar year, each utility company shall review its customer deposit accounts and shall automatically refund the deposit of any customer who has paid his bills without having had service discontinued for non-payment of bill or had more than two occasions in which a bill was not paid when it became due, and the customer, is not then delinquent in the payment of his bills.
- (c) The utility shall promptly return the deposit, plus accrued interest, at any time upon request, if the customer's credit has been otherwise established in accordance with Rule R12-2 of these Rules.
- (d) At the option of the utility, a deposit, plus accrued interest, may be refunded, in whole or in part, at any time earlier than the times hereinabove prescribed in this Rule.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2 (Cont'd)

a. (Cont'd)

Rule R12-6. Record of deposit.--Each utility holding a cash deposit shall keep a record thereof until the deposit is refunded. The record shall show: (a) the name and current billing address of each depositor; (b) the amount and date of the deposit; and (c) each transaction concerning the deposit.

Rule R12-7. Appeal by applicant or customer.--Each utility shall direct its personnel engaged in initial contact with an applicant for service or customer, seeking to establish or re-establish credit under the provisions of these Rules, to inform him, if he expresses dissatisfaction with the decision of such personnel, of his right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant or customer, who expresses dissatisfaction with the decision of such supervisory personnel and requests governmental review, of his right to have the problem reviewed by the Commission and shall furnish him with the name of the Commission official to be contacted and his address and his telephone number. Any customer who is not satisfied as to his deposit requirement by informal complaint to the Commission may file a written complaint with the Commission to be served on the utility under the procedure of R12-9.

Rule R12-8. Discontinuance of service for non-payment.--No utility shall discontinue service to a customer for non-payment of a bill without first having diligently tried to induce the customer to pay the same and until at least five (5) calendar days written notice of discontinuance of service to the customer. The written notice may be given by first class mail, or by other delivery to the premises served, or by other legal means of service and process, and the five (5) days notice period shall begin to run from the day following deposit of the notice in the post office or from the day of otherwise delivery of the notice to the premises served, or from the day of other legal service. Provided; however, that in the case of any customer who has a record of abuse of or excessive use of metered or toll service for which the customer's deposit would not furnish security for such five (5) day notice period, service may be discontinued after 24-hour notice. A report of all such service disconnections made on such 24-hour notice under this provision shall be filed with the Utilities Commission within thirty (30) days after the discontinuance of service.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

NORTH CAROLINA UTILITIES COMMISSION

CHAPTER 12  
BILLING PROCEDURE RULE

2.4.3 **Billing Procedure Rule (Rule R12-9)**

- (a) Declaration of policy. No "penalties", "discounts", or "net-and-gross" rate differentials shall be imposed upon North Carolina customers served by public utilities subject to the jurisdiction of this Commission, for the reason that those rate differentials are confusing and misleading, and the monthly rates of 5% or 10% heretofore charged are arbitrary and unreasonable. This Commission recognizes, however, that there are interest, finance, or service costs directly attributable to customers who excessively delay payment of utility bills, and considers that it is appropriate for a utility to attempt to recoup a portion of those costs by applying such interest, finance, or service charges as may be reasonable and lawful.
- (b) Billing date. All bills for utility services are due and payable as of the billing date, or if not received by said billing date, upon receipt. The billing date shall be printed on the bill and the bill shall be placed, postage prepaid, in the U.S. mail (or if the mail is not used, delivered to the customer) prior to or no later than the billing date.
- (c) Past due or delinquent bills. The past due or delinquent date is the first date upon which the utility may initiate disconnect proceedings under N.C.U.C. Rule R12-8. The past due or delinquent date shall be not less than fifteen (15) days after the billing date. In the event the utility fails to place the bill in the mail (or deliver it as in paragraph (b) above) prior to or on said billing date, the consumer shall have the right to require that the utility adjust the billing date by the number days by which the postmark (or delivery as in paragraph (b) above) exceeds the original billing date.
- (d) Finance charges. No interest, finance, or service charge for the extension of credit shall be imposed upon the consumer or creditor if the account is paid within twenty-five (25) days from the billing date. No utility shall apply a late payment, interest, or finance charge to the balance in arrears at a rate of more than 1% per month. The bill shall clearly state the interest rate or the amount that would be due if not paid within the allowed amount of time, including the interest, finance or service charge. All utilities which are required to file tariffs and which apply an interest, finance, or service charge must file tariff provisions to that effect. All utilities must apply the appropriate interest, finance, or service charge on a uniform basis.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)**

**2.4.3 Billing Procedure Rule (Rule R12-9) (Cont'd)**

(e) Acceleration of past due or delinquent date in rare cases and with good cause. If a utility with good cause determines that the credit rating of a customer has been jeopardized by unusually extensive use of a metered or toll service, such as long distance telephone service, or by other factors which indicate the likelihood that the customer cannot pay his outstanding bill, and for which the customer's deposit, if there be one, does not furnish adequate security, the utility may accelerate the past due or delinquent date and proceed with disconnect procedures under N.C.U.C. Rule R12-8; provided, however, that it must state to the customer in writing its cause for so doing and file a copy of said statement with the Commission.

**2.4.4 Payments for Service**

- a. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered, the account shall be deemed correct and binding upon the subscriber.
- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- c. Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section 4 of this Product Guide.
- d. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Product Guide.

EFFECTIVE: August 1, 2022

**GENERAL REGULATIONS**

**2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)**

**2.4.4 Payments for Service (Cont'd)**

- e. In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of this Product Guide; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.
- f. Late Payment Charge applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full by the subsequent billing date.

Residence - A late payment charge of 1.5 percent or \$9.00, (whichever is greater) of the unpaid balance.

Business - A late payment charge of 1.5 percent plus \$14.00 of the unpaid balance.

(l)

**2.4.5 Allowance for Interruptions**

- a. Customers experiencing a service outage exceeding 24 hours will receive a credit allowance as provided in b. following, and a Service Performance Guarantee credit as provided in 2.4.7 following.
- b. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this Product Guide. For the purpose of administering this regulation, every month is considered to have thirty days.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.4      PAYMENT ARRANGMENTS AND CREDIT ALLOWANCES (Cont'd)**

**2.4.6      Provision for Certain Local Taxes and Fees**

If a municipality or political subdivision collects or receives any payment or payments or any telephone service without charge or at reduced rates from the Company for or by reason of the use of the streets, alleys or public places of a municipality or political subdivision or for or by reason of the operation of the Company's business or any portion or phase thereof in the municipality or political subdivision or by reason of an agreement between the municipality or political subdivision and the Company, whether such payments or such service be called a license, occupational privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision provided; however, the foregoing shall not apply to any such payment or payments or to any such telephone service without charge or at reduced rates during the term of any agreement or arrangement now in effect.

**2.4.7      Service Performance Guarantee**

**a.      Business**

(1) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll private line or enhanced services offered under this Product Guide and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One \$100.00 credit per order or trouble report will be applied to the customer's bill for the affected Frontier services.

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

**2.4        PAYMENT ARRANGMENTS AND CREDIT ALLOWANCES (Cont'd)**

**2.4.7        Service Performance Guarantee (Cont'd)**

a.        Business (Cont'd)

- (2)        Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3)        Credit will be provided in accordance with the above conditions at the request of the customer. At the customer's option, the Service Performance Guarantee will either appear as a \$100 credit on the customer's bill or a prepaid debit calling card, with a value of \$100, will be mailed to the customer.
- (4)        Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.
- (5)        The credit will not apply to "out of service" conditions resulting from:
  - (a)        Willful neglect, misuse or abuse by the customer.
  - (b)        Problems in the customer's premises equipment or in the customer's inside wire.
  - (c)        Natural disasters, labor difficulties, governmental orders, civil commotions, general network, failure, cable cuts affecting more than 5% of the company's customers or circumstances beyond the control and/or knowledge of the Company.
  - (d)        Temporarily or permanently discontinued service due to nonpayment of bills.

## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
ORIGINAL PAGE 36

EFFECTIVE: NOVEMBER 18, 2014

### GENERAL REGULATIONS

#### 2.4 PAYMENT ARRANGMENTS AND CREDIT ALLOWANCES (Cont'd)

##### 2.4.7 Service Performance Guarantee (Cont'd)

###### b. Residence

- (1) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Product Guide, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25. One \$25, credit per order or trouble report will be applied to the customer's bill for the affected Frontier services.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer. At the customer's option, the Service Performance guarantee will either appear as a \$25 credit on the customer's bill or a prepaid debit calling card, with a value of \$25, will be mailed to the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or repair of company-owned facilities used to provide services offered in accordance with this Product Guide.
- (5) The credit will not apply to "out of service" conditions resulting from:
  - (a) Willful neglect, misuse or abuse by the customer.
  - (b) Problems in the customer's premises equipment or in the customer's inside wire.
  - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company
  - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

##### 2.4.8 Residence Retention and Reconnect Offer

Frontier may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Frontier, a onetime benefit of either \$25 or \$50 to remain or reconnect with Frontier. This benefit may either take the form of a gift card or bill credit.

Eligible customers who have been identified as a customer likely to disconnect based upon criteria determined by the company may receive the \$25 benefit.

Eligible customers who are responding to a Frontier direct mailing, advertisement, or other Frontier marketing activity, may receive the \$50 benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.

The offers are not available to customers disconnecting dial tone service for seasonal service.

Frontier will not contact former customers until at least 7 days after termination of service.

The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Frontier.



EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.5      LIABILITY OF THE COMPANY**

**2.5.1      Service Irregularities**

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

**2.5.2      Use of Facilities of Other Connecting Carriers**

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.5            LIABILITY OF THE COMPANY (Cont'd)**

**2.5.3        Indemnifying Agreement**

The Company shall be indemnified and saved harmless by the subscribers against claims for liable, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

**2.5.4        Defacement of Premises**

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of employees of the Company.

**2.5.5        Period for the Presentation of Claims**

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

**2.5.6        Equipment in Explosive Atmospheres**

- a.     The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of a person or persons, and for any loss, damage, or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly, or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- b.     The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

EFFECTIVE: NOVEMBER 18, 2014

**GENERAL REGULATIONS**

**2.5      LIABILITY OF THE COMPANY (Cont'd)**

**2.5.6    Equipment in Explosive Atmospheres (Cont'd)**

- c.    The subscriber shall furnish, install and maintain sealed conduit with explosive-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area, if in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

**2.6      CUSTOMER PREMISES INSIDE WIRE**

**2.6.1    General Regulations**

- a.    The installation and maintenance of customer premises inside wire and standard jacks as defined in Section 1 of this Product Guide, are the responsibility of the subscriber effective January 1, 1987.
- b.    Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line.
- c.    Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines as stipulated in the FCC Rules and Regulations.
- d.    Customer premises inside wire provided by the customer may be connected to residence and business individual and party line basic exchange service furnished by the Company either at the Standard Network Interface or at any Company-provided standard modular jack that serves as a Standard Network Interface located elsewhere on the premises.

EFFECTIVE: NOVEMBER 18, 2014

## GENERAL REGULATIONS

### 2.6 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

#### 2.6.1 General Regulations (Cont'd)

- e. The Standard Network Interface for the connection of customer premises inside wire consists of a standard modular jack and is provided as part of the Exchange Access Line. The normal location of the Standard Network Interface will be in close proximity to the protector or equivalent where the Company facilities enter the customer's premises, whenever practicable.
- f. When a Standard Network Interface is installed at the customer's request on existing service, a secondary service order charge, a premise visit charge and a Standard Network Interface charge will apply as covered in Section 4 of this Product Guide.

#### 2.6.2 Responsibility of the Customer

- b. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.

#### 2.6.3. RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
1<sup>st</sup> Revised PAGE 41

EFFECTIVE: September 27, 2023

GENERAL REGULATIONS

2.6 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

2.6.4 **Violation of Regulations**

- a. Where customer-provided inside wire is in violation of Section 2.6, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- b. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 10 days after receipt of such notice.
- c. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this Product Guide.

2.7 SPECIAL PROMOTIONS

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

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## PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 2  
4<sup>th</sup> REVISED PAGE 42

EFFECTIVE: MAY 1, 2023

### GENERAL REGULATIONS

#### S2.8 Road Work Recovery Surcharge

##### S2.8.1 **General**

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

##### S2.8.2 **Regulations**

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

##### S2.8.3 **Rates**

	Monthly Rate <u>Per Account</u>	
Business	\$2.00	(l)
Residence	\$2.00	(l)

EFFECTIVE: NOVEMBER 18, 2014

GENERAL REGULATIONS

2.9 **CHANGE OF LOCAL SERVICE PROVIDER**

a. **Authorized Change of Local Service Provider Charges**

- (1) If an end-user authorizes a change in his/her local service provider and subsequently requests that the Company reestablish the customer's service(s) as such service existed prior to the authorized change, then at such time as the customer's service(s) is reestablished the end-user will be assessed the nonrecurring service charges for a new service as specified in the Company's Product Guide, Section 4.
- (2) In addition, the terms and conditions normally associated with a request for new service, as specified in the Company's Product Guide, Sections 1 and 2 will apply. The Company will make every reasonable effort to ensure that there is no lapse in the customer's service.

b. **Unauthorized Change of Local Service Provider (Slamming) Charges**

- (1) If an end-user denies authorizing a change in his/her local service provider, as submitted by the alleged unauthorized local service provider, then the alleged unauthorized local service provider will be assessed the nonrecurring service charges, as specified in the Company's Product Guide Section 4, to restore the customer's service(s) as they existed prior to the alleged unauthorized change, including the customer's PIC and LPIC choices.
- (2) In accordance with the Federal Communications Commission's Slamming Liability Rules in CC Docket 94-129, if an alleged unauthorized local service provider is ultimately exonerated of liability, the alleged unauthorized local service provider is entitled to receive full payment from the end-user for all services provided. In such situations, any nonrecurring service charges assessed against the alleged unauthorized local service provider by the Company are subject to rebilling to the end-user by the alleged unauthorized local service provider.

2.10 **SERVICE CONCURRENCE**

Frontier concurs in the rates and regulations for services that do not appear in this Product Guide, but may be provided in the former Contel service areas, and are referenced in the Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
1st REVISED CONTENTS PAGE 1

EFFECTIVE: MARCH 1, 2018

BASIC LOCAL EXCHANGE SERVICE

CONTENTS

	<u>Page No.</u>
3.1 <u>GENERAL</u>	1
3.2 <u>STATEWIDE RATE SCHEDULES</u>	
3.2.1 Local Service Rate Groups	1
3.2.2 Regrouping	1-2
3.3 <u>MONTHLY EXCHANGE RATES</u>	
3.3.1 Flat Rate Service	2-3
3.3.2 Local Exceptions	3.1
3.4 <u>LOCAL CALLING AREAS</u>	4
3.6 <u>JOINT USER SERVICE</u>	
3.6.1 Application and Regulations	6-7
3.6.1 Rates and Charges	7
3.7 <u>PARTIAL YEAR SERVICE</u>	
3.7.1 General	7-8
3.7.2 Billing Arrangement	8-9
3.7.3 Sample Agreement Form	10
3.8 <u>DIRECTORY ASSISTANCE SERVICE</u>	
3.8.1 General	11
3.8.2 Rates and Charges	11
3.9 (Reserved for Future Use)	(C)
	(D)
	(D)
3.10 <u>OPERATOR ASSISTED LOCAL CALLS</u>	
3.10.1 Operator Assisted Charges	13



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL CONTENTS PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

CONTENTS

3.11	RESERVED FOR FUTURE USE	
3.12	RESERVED FOR FUTURE USE	
3.13	<u>BUSINESS DIAL UP SERVICE</u>	
3.13.1	General .....	18
3.13.2	Rates.....	18
3.14	<u>LOCAL CALLING PLAN</u>	
3.14.1	General .....	19
3.14.2	Regulations .....	19
3.14.3	Rates.....	22
3.14.4	Local Calling Plan Exchanges .....	24-49

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 1**

**EFFECTIVE: NOVEMBER 18, 2014**

**BASIC LOCAL EXCHANGE SERVICE**

**3.1 GENERAL**

- a. Individual residence and business access line service is a Company-provided line extending from the serving central office to the demarcation point on the customer's premise.
- b. Rates for basic local exchange service are related to the total number of access lines and PBX trunks in the local calling area. The rates specified herein entitle subscribers to an unlimited number of messages to stations as specified in this Section for each exchange.
- c. Exchange Service Areas for each exchange are identified on maps filed as supplement to this Product Guide.
- d. Rates specified in Section 23.3 of this Product Guide apply for basic local exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time share or condominium complexes serving primary transient tenants.
- e. The rates for service and equipment not specifically shown in this section are presented in other sections of this Product Guide.

**3.2 STATEWIDE RATE SCHEDULES**

**3.2.1 Local Service Rate Groups**

The statewide schedule of rates is applicable to flat rate access line services established by the following.

<u>Rate Group</u>	<u>Calling Source</u>
1	0 - 8,000
2	8,001 - 16,000
3	16,001 - 32,000
4	32,001 - Up

**3.2.2 Regrouping**

- a. The Company may regroup an exchange into their proper rate groups in those exchanges which have exceeded or fallen below the local calling scope limits of their current rate group classifications. Such determination will be made on the basis of the average number of exchange access lines within the local calling areas of the affected exchanges, including Extended Area Service calling areas, during the twelve month period preceding the filing.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.2    STATEWIDE RATE SCHEDULES (Cont'd)**

**3.2.2    Regrouping (Cont'd)**

- b.    The Company shall provide notice of its Product Guide proposals to the customers in each of the affected exchanges by bill insert or by separate mail with an explanation of the proposals and a statement that unless substantial protests and requests for hearing are received by the Commission within 45 days of the date of the filings, such changes will become effective subject to Commission review and approval, if required.
- c.    Supporting information shall be provided as necessary for a complete analysis of the changes proposals by the Commission, if required.

**3.3    MONTHLY EXCHANGE RATES**

**3.3.1    Flat Rate Service**

- a.    The rates specified herein, entitle subscribers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section 3.4 Local Calling Areas, of this Product Guide.

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
8<sup>TH</sup> REVISED PAGE 3

EFFECTIVE: April 1, 2025

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Continued)

3.3.1 Flat Rate Service (Continued)

a. (Continued)

Exchanges<sup>(Note 1)</sup>

	Rate Group		Rate Group
Andrews	3	Highlands	3
Bakersville	2	Hot Springs	2
Bryson City	2	Marion	3
Burnsville	2	Marshall	2
Cashiers	3	Mars Hill	2
Cherokee	3	Micaville	2
Cullowhee	3	Murphy	3
Fontana	1	Old Fort	3
Franklin	3	Robbinsville	1
Garden City	3	Sevier	3
Glenwood-Providence	3	Suit	3
Guntertown	2	Sylva	3
Hayesville	3	Weaverville	4

Access

Line

Charge

Rate Groups

	1	2	3	4
Business				
1 Party	\$75.00	\$60.00	\$60.00	\$70.00
Trunk	136.00 (I)	136.00 (I)	136.00 (I)	136.00 (I)
NAR (1-10) <sup>Note 2</sup>	36.05	36.89	37.74	39.12
NAR (11+) <sup>Note 2</sup>	42.33	43.32	44.32	45.95
Residence				
1 Party	24.96	24.96	24.96	24.96

Note 1: The Exchanges listed have the option of subscribing to Flat Rate Service or one of the four Frontier Local Calling Plan Options described in Section 3.14.

Note 2: The 1-10 NAR's rate applies to customers with 10 or less NARs and the 11+ NAR's rate applies to customers with 11 or more NARs, i.e., if a customer has 18 Centrex NARs, all 18 NARs are rated at the 11+ rate.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 4**

**EFFECTIVE: NOVEMBER 18, 2014**

**BASIC LOCAL EXCHANGE SERVICE**

**3.3 MONTHLY EXCHANGE RATES (Cont'd)**

**3.3.2 Local Exceptions**

**a. Term Contract Pricing - Business**

Term Contract Pricing (TCP) provides optional term discounts for business customers who order eligible services under TCP. Eligible services under TCP are business flat rate access local exchange lines and local exchange PBX trunks. TCP is offered in all local exchange rate groups and provides for one or three-year terms.

All rules, regulations, fees and surcharges normally applicable to eligible services apply. Central Office Line Connection Work charges found in S4.3 are included and will not apply separately for any lines subscribed under TCP. The line Hunt charge found in Section 13 is included in the monthly rate and should not be charged separately for each line subscribed under TCP.

The customer agrees that by ordering and subscribing to a term agreement for business dial tone telephone services, Frontier shall waive the line connection charges on said order, where applicable. The customer further agrees that should said services be discontinued within the first 12 months of the contract start date, the customer shall repay the original waived charges as an early termination penalty, in addition to 25% of the monthly line charge, for the number of months remaining in the agreement.

To qualify, the customer subscribing to the TCP must commit to an oral or written service agreement as prescribed by Frontier, establishing the term period and rate in effect at the time the customer enters into the service agreement.

Upon expiration of a service agreement, the service will automatically be billed at the monthly rates in effect at the time the service agreement expires, as set forth in S3.3.1 of this Product Guide, unless a new service agreement is negotiated.

When a TCP customer moves service from one service location to another, and if the customer agrees to continue the service agreement at the new service location and retain local exchange access lines that equal or exceed the number of lines that were connected at the old service location, termination charges will not apply. If TCP is not available at the new service location, termination charges will apply.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.3.18 of this Product Guide will apply.

Business Line Exchange including line hunt:

	Rate Groups			
	1	2	3	4
1 Year Term				
Business Line	\$47.00	\$47.00	\$47.00	\$47.00
PBX Trunks	74.00	74.00	74.00	74.00
3 Year Term				
Business Line	45.00	45.00	45.00	45.00
PBX Trunks	70.00	70.00	70.00	70.00

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 5**

**EFFECTIVE: NOVEMBER 18, 2014**

**BASIC LOCAL EXCHANGE SERVICE**

**3.4 LOCAL CALLING AREAS**

The rates specified in Section 3.3 entitle subscribers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

<u>Exchange</u>	<u>Rate Group</u>	<u>Additional Exchanges</u>
Andrews	3	Andrews, Hayesville, Murphy, Suit
Bakersville	2	Bakersville, Spruce Pine
Bryson City	2	Bryson City, Cherokee
Burnsville	2	Burnsville, Micaville
Cashiers	3	Cashiers, Sylva, Cullowhee, Highlands
Cherokee	3	Cherokee, Bryson City, Sylva
Cullowhee	3	Cullowhee, Sylva, Cashiers
Fontana	1	Fontana, Robbinsville
Franklin	3	Franklin, Highlands
Garden City	3	Garden City, Glenwood-Providence, Marion Old Fort, Sevier
Glenwood- Providence	3	Glenwood-Providence, Garden City, Marion Old Fort, Sevier
Guntertown	2	Guntertown, Marshall, Mars Hill, Hot Springs
Hayesville	3	Hayesville, Andrews, Suit, Murphy
Highlands	3	Highlands, Franklin, Cashiers
Hot Springs	2	Hot Springs, Guntertown, Marshall, Mars Hill
Marion	3	Marion, Garden City, Glenwood-Providence, Old Fort, Sevier
Marshall	2	Marshall, Guntertown, Mars Hill, Hot Springs
Mars Hill	2	Mars Hill, Marshall, Guntertown, Hot Springs
Micaville	2	Micaville, Burnsville
Murphy	3	Murphy, Andrews, Hayesville, Liberty, Suit
Old Fort	3	Old Fort, Garden City, Glenwood- Providence, Marion, Sevier
Robbinsville	1	Robbinsville, Fontana
Sevier	3	Sevier, Garden City, Glenwood-Providence, Marion, Old Fort
Suit	3	Suit, Andrews, Hayesville, Liberty, Murphy
Sylva	3	Sylva, Cullowhee, Cashiers, Cherokee
Weaverville	4	Weaverville, Asheville, Arden, Black Mountain, Enka-Candler, Fairview, Leicester, Swannanoa, Barnardsville

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

3.5     RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.6 JOINT USER SERVICE\***

**3.6.1 Application and Regulations**

- a. In general, exchange service is furnished for the exclusive use of the business subscriber and his employees, agents and representatives. A joint user is a person, firm or corporation, whose use of a subscriber's business service is not contemplated under the terms outlined above, but who, subject to the consent of the subscriber and the regulations specified in this Product Guide, is privileged to use the subscriber's service. To facilitate this use of the service, each joint user is allowed one listing in the alphabetical section of the directory without extra charge.
- b. Joint user service is permitted in connection with the following:
  - (1) Business individual line flat rate telephone service.
- c. An application for joint user service and for equipment or facilities furnished in connection therewith must be arranged for by the subscriber to the main serviced, who is responsible for the payment of all charges incurred thereunder. Telephone sets, additional listings and miscellaneous equipment are furnished with the consent of the subscriber, for use of the joint user, at regular rates.
- d. Charges for joint user service date from the day the Company's information records are posted and are payable monthly in advance. The minimum chargeable period for joint user service is the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the joint user does not appear in the directory, the minimum chargeable period is for one month.

\*Obsolete service offering, available to existing customers only.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

## BASIC LOCAL EXCHANGE SERVICE

### 3.6 JOINT USER SERVICE\* (Cont'd)

#### 3.6.1 Application and Regulations (Cont'd)

- e. Charges for joint user service are automatically discontinued upon termination of the main service or may be discontinued upon request of the subscriber if the joint user no longer utilizes any of the customer's service or equipment provided that the minimum chargeable period for joint user service has elapsed.
- f. The total charges for telephone service allocated by the customer among the customer and his joint users shall not exceed the charges of the Company to the customer as set forth in this Product Guide.
- g. Joint users of a customer's service must have the option of obtaining service directly from the Company.

#### 3.6.2 Rates and Charges

- a. Joint user service associated with the following class of service is furnished at the rates indicated:

(1) <u>Business Individual Line</u>	<u>Monthly Rate</u>
Flat Rate	50% of Business
Individual Access	
Line Flat Rate.	

### 3.7 PARTIAL YEAR SERVICE

#### 3.7.1 General

- a. Special consideration is required in telephone exchanges where applicants request service for less than 12 months in any one calendar period on a regular basis thus requiring facilities which will be unavailable to service other subscribers during the remainder of the period., Special consideration is for the purpose of equity between the subscribers as a whole, in that facilities needed only to service partial year subscribers becomes a burden on other rate payers, who ultimately bear the loss of revenue in higher rates.

\*Obsolete service offering, available to existing customers only.

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 PARTIAL YEAR SERVICE (Cont'd)**

**3.7.1 General (Cont'd)**

- b. Company personnel shall determine, through appropriate questions, whether or not the applicant will be a permanent subscriber. All applicants who maintain their telephone service year round or request suspension of service as described in 2.3.14 of this Product Guide are considered permanent subscribers. Applicants for partial year service will complete their application upon execution of the Partial Year Service Agreement in 3.7.3 of this Product Guide section. Partial Year Service customers agree to pay the authorized rate for service rendered for no less than nine months during any 12 consecutive month period as specified in the agreement.

A Partial Year Service customer may subscribe to Suspension Service (See 2.2.14) after retaining said service, in accordance with the agreement, for three consecutive months. partial Year customers who maintain service in excess of nine consecutive months will be reclassified as a permanent subscriber and the agreement for Partial Year Service is null and void.

- c. Partial Year Service is not available for key system or PBX service.
- d. A customer described in 3.6.1b. above, who orders service discontinued prior to the end of the contract period specified in the Partial Year Service Agreement, will be relieve of the unexpired portion of the contract, effective on the connect date of a subsequent subscriber at the same location.

**3.7.2 Billing Arrangements**

- a. Customer billing will be in accordance with the rate for the service(s) provided as specified elsewhere in this Product Guide on the following arrangements.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 PARTIAL YEAR SERVICE (Cont'd)**

**3.7.2 Billing Arrangements (Cont'd)**

a. (Cont'd)

Partial year customers will be billed on a monthly schedule rate basis in addition to the regular service connection charges applicable to the establishment of said service (See Service Charges in section 4.3). Should a customer terminate service and therefore his contract, prior to the end of the nine month period, his final bill will reflect the charges relating to the unexpired portion of the contract as well as the monthly schedule rate.

NOTE: Vertical services, such as additional telephone sets, bells, etc., ordered and installed a the same time as the primary service or a later date will be charged for in accordance with the rates, rules and regulations applicable to the vertical service installed, as specified in the PRODUCT GUIDE NO. 2.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 PARTIAL YEAR SERVICE (Cont'd)**

**3.7.3 Sample Agreement Form**

Date \_\_\_\_\_

Name of Applicant \_\_\_\_\_

Permanent Address \_\_\_\_\_

Partial Year Address \_\_\_\_\_

Address where service is desired \_\_\_\_\_

Type of service desired \_\_\_\_\_

I agree to retain the service covered in this contract for a period of the next twelve months. I agree to pay the authorized rate for this next twelve months. I agree to pay the authorized rate for this service for no less than nine months during any of the twelve month period described above, and if I have the service suspended, I agree to pay the applicable reconnection charge.

Should service be discontinued prior to the full contract period, a final bill will be rendered for the remaining amount due under the contract and will be payable within thirty days from the date of the bill.

I have read the foregoing and agree to the terms as set out.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Service Representative \_\_\_\_\_

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
1<sup>ST</sup> REVISED PAGE 12

EFFECTIVE: MARCH 1, 2023

BASIC LOCAL EXCHANGE SERVICE

3.8 DIRECTORY ASSISTANCE SERVICE

3.8.1 **General**

The Company furnishes Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

When a party in North Carolina requests assistance in obtaining telephone numbers of subscribers who are located within the same local calling area as the calling party, the charges set forth below apply.

Business telephone numbers or listings can be obtained when the calling party furnishes a city, state, and either a listed name or a category or type of business designation. The directory assistance operator, upon request, will search up to a maximum of two business categories or designations per call, using Business Category Search. Up to three business names are furnished from this random type of search, per category or designation. With each type of business search, the caller is billed for each business category or designation searched.

Directory Assistance charges for calls outside of the local calling area are located in Section 18 of the PRODUCT GUIDE NO. 2.

3.8.2 **Rates and Charges**

a. A charge of \* is applicable for each direct dialed inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitute only one inquiry. (C)

b. In order to make allowance for a reasonable need for local calling area Directory Assistance, including numbers not in the directory, directory inaccessibility and other similar conditions, no charge applies for the first direct dialed inquiry per month per telephone station or PBX trunk or for the first direct dialed inquiry per month per Centrex station.

The allowance is cumulative for all-group billed services furnished to the same subscriber within an exchange and applies only to requests for telephone numbers of subscribers located within the same calling area as the calling party. The allowance applies only to calls placed to the designated service code or number for local Directory Assistance. No allowance is applicable for calls for telephone numbers or subscribers located outside of the local calling area of the calling party.

c. Charges for Directory Assistance Service are not applicable to inquiries received from subscribers or primary users who are blind or handicapped to the extent they are unable to use the directory.

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

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
1st REVISED PAGE 13

EFFECTIVE: MARCH 1, 2018

BASIC LOCAL EXCHANGE SERVICE

3.9 (RESERVED FOR FUTURE USE)

(C)

(D)

(D)

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
1<sup>ST</sup> REVISED PAGE 14**

**EFFECTIVE: MARCH 1, 2023**

**BASIC LOCAL EXCHANGE SERVICE**

**3.10 OPERATOR ASSISTED LOCAL CALLS**

**3.10.1 Operator Assisted Charges**

A. All types of local exchange service have local calling areas as specified in 3.4 of this Product Guide which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, or on a measured service basis (charges based on a combination of one or more rating elements as in the Frontier Local Calling Plan, as specified in 3.14).

B. The local dial rate applicable to Operator Assisted calls from pay phone lines is as follows:

	<u>Charge</u>	
1. local operator assisted sent paid calls originated from a Customer-Owned Pay Telephone (COPT) Coin Line Service	*	(C)
2. local operator assisted non-sent paid calls originated from a Public Telephone Access Service (PTAS) or Customer-Owned Pay Telephone (COPT) Coin Line Service	*	(C)

C. The following Operator Assisted charges apply in addition to the measured service rates as specified in 3.10.1.A. and the local dial rate as specified in 3.10.1.C. above:

1. Station-to-Station customer dialed credit card local call	<u>Charge</u>	
(a) Each	*	(C)
2. Station-to-Station Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service.)		

	<u>Charge</u>	
(a) Each	*	(C)

3. Station-to-Station operator assisted sent-paid, collect, third number, and non-customer dialed credit card calls

	<u>Charge</u>	
(a) Each	*	(C)

4. Person-to-Person operator assisted local call

	<u>Charge</u>	
(a) Each	*	(C)

D. The following Operator Assisted Local Calls are exempted from the charges:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
  - a. Re-establish a call which has been interrupted after the calling number has been reached.
  - b. Reach the calling telephone number where facility problems prevent customer dial completion.
  - c. Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap

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

(N)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 15

EFFECTIVE: NOVEMBER 18, 2014

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

3.11



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 16

EFFECTIVE: NOVEMBER 18, 2014

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

3.12 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 3  
ORIGINAL PAGE 17

EFFECTIVE: NOVEMBER 18, 2014

## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

**3.13      Business Dial Up Service****3.13.1      General**

- a. Business Dial Up Service is an optional enhancement to individual line residential and individual line business service that provides higher quality transmission standards than those normally provided for voice transmission. The voice transmission test for regular exchange loops requires maximum insertion loss at 1,000 HZ of 9.0 dB. Business Dial Up Service must comply with the requirements outlined in Technical Practice #880-000-070 which include the following transmission requirements:

Attenuation Distortion - a slope (amplitude) of 3.0 dB maximum over the frequency range of 1000-2800 Hz;

Impulse Noise - No more than 15 counts in 15 minutes at a threshold of 50 dBmC0;

Envelope Delay Distortion - 200 us maximum in the frequency range of 1,000 to 2,400 Hz.

Additional transmission requirements as stated in the above referenced technical practice will also be measured, including the voice transmission test for regular exchange loops. These services are offered subject to the availability of suitable facilities.

- b. Lines conditioned for Business Dial Up Service may also be used for normal voice communication.
- c. The parameters of Business Dial Up Service are designed to support transmission of data up to 4800 bits per second on the line from the point of demarcation at the customer's premises to the customer's serving central office.
- d. The quality of the line is guaranteed only between the customer's demarcation point and the customer's serving central office. The Company makes no guarantee for the transmission level over the whole circuit.
- e. A line enhanced with Business Dial Up Service cannot operate with the Call Waiting feature shown in Section S13.12, of this Product Guide. This service also cannot operate with Rotary Line or Off Premises Extension Services. Calling services features will be furnished only when compatibility exists with Business Dial Up Service.

**3.13.2      Rates**

- a. The rate for Business Dial Up Service is the applicable monthly rate for individual line service, in addition to the following rates:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Residence, per line	\$ 25.00	\$ 5.00
Business, per line	25.00	5.00

- b. The applicable service charges as described in Section 4 shall also apply for this service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.14      Local Calling Plan**

**3.14.1      General**

- a. This Product Guide applies to local exchange telephone service provided under Local Calling Plan. The exchange areas to which the regulations and rates contained herein are as specified in Section 3.14.4 of this Product Guide and are in addition to the applicable regulations and rates specified in other sections of the Product guide and/or tariffs of the Company.

**3.14.2      Regulations**

- a. The following Local Calling Plans are furnished only from central offices which have been arranged to provide these services, and are available to individual business and residence, PBX access line and CentraNet® customers.
- b. Existing customers have the option to keep their current flat rate service or convert to one of the Local Calling Plan Options. Should the existing customer opt to keep his/her current flat rate service, he/she will continue to dial "1+" to the expanded local calling areas and will be charged the applicable intraLATA toll rates for such calls.
- c. All new customers moving into the Local Calling Plan exchanges may choose one of the Local Calling Plan Options or subscribe to flat rate service. Should the new customer subscribe to flat rate service, he/she will dial "1+" to the Local Calling Plan's expanded local calling areas and will be charged the applicable intraLATA toll rates for such calls.
- d. Customers who choose one of the Local Calling Plan Options may subscribe to Local Call Detail Billing at no charge.
- e. Service Options of the Local Calling Plan

Basic Calling Plan is an economy rate exchange service which provides measured rate calling only.

Community Calling Plan provides for flat rate calling only within the customer's originating exchange; all other calls terminating within the expanded local calling area are measured.

Community Plus Plan provides flat rate calling within the customer's originating exchange and specified nearby exchanges with measured calling to all other exchanges within the expanded local calling area.

Premium Calling Plan provides flat rate calling to all exchanges within the expanded local calling area of the Local Calling Plan.

- f. The Basic Calling Plan, Community Calling Plan, Community Plus Plan and Premium Plan is available with or without Local Call Detail Billing.

Local Call Detail Billing will be provided on a monthly basis. Local Call Detail includes: date of call, telephone number called, answer time and number of minutes of call. Local Call Detail may be requested with initial establishment of telephone service. When Local Call Detail Billing is requested subsequent to the establishment of the Local Calling Plan the customer must request Detail Billing at least 30 days in advance of the period for which detail is desired.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.14      Local Calling Plan (Continued)**

**3.14.2      Regulations (Continued)**

- g. Service charges, as specified in Section 4.3, shall be waived for those customers subscribing to a Local Calling Plan Option, changing to or between LCP Options; or when converting back to flat rate service.
- h. Flat rate and measured rate services will be furnished to the same customer on the same premises where both services are available in the customer's local exchange area. Should a customer request flat rate and measured rate services on the same premises, a separate line and number will be required for each service type. The customer will receive two separate bills, one bill combining all flat rate lines and services and one for all measured rate lines and services provided.
- i. Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day, day-of-week, distance called, frequency, and length-of message basis.
- j. Rates for messages between two points are based on the airline mileage between wire centers, except when the two points are located within the same exchange. Airline mileages between wire centers are determined as specified in Section 18 of this Product Guide which concurs in Frontier Product Guide No. 1, Section S18.
- k. Calls made to the specified areas should be dialed by the customer on a seven digit dialed station-to-station sent-paid basis without the assistance of a Telephone Company operator. Any "0+" or "0-" call to an exchange that was toll prior to Local Calling Plans implementation will be billed as an intraLATA operator assisted toll call regardless of whether the originating customer subscribes to a Local Calling Plan Option or not.  
  
"0+" calls made to exchanges that were local or flat rate EAS prior to Local Calling Plans implementation will be billed at the local operator surcharge for the type call being made.
- l. Customers who subscribe to any of the Local Calling Plan options may obtain directory numbers for the exchanges associated with that option by calling the local Directory Assistance number. The local Directory Assistance service charges specified in Section 3.8.2 of this Product Guide will apply.
- m. Local Calling Plan service will not be offered in connection with Public and Semipublic Telephone Service, Public Telephone Access Service (PTAS), Customer-Owned Pay Telephone (COPT) Coin Line Service, WATS, Feature Group A, or Foreign Exchange services.
- n. Customized Multi-line Telephone Service and Business customers may only subscribe to the Basic Calling and Community Plus Options.
- o. For the purpose of determining charges, the following applies:
  - (1) A flat monthly rate for provision of incoming calls and access to the local network.
  - (2) Bands Local through E relate to incremental set-up and minute rates based upon interexchange mileage determined by measuring the airline distance between wire centers within the local service (calling) area. There are no incremental mileage charges associated with calls originating and terminating within a customer's serving (local) exchange.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 20

EFFECTIVE: NOVEMBER 18, 2014

**BASIC LOCAL EXCHANGE SERVICE**

**3.14 Local Calling Plan (Continued)**

**3.14.2 Regulations (Continued)**

o. (Continued)

- (3) A set-up charge is applied to each completed outgoing local call placed during the month.
- (4) A charge per minute or fraction thereof, applies for duration of a call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- (5) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.
- (6) The time-of-day and day-of-week discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.
- (7) The discount for the reduced rate period given in the following table is expressed as a percent reduction of the sum of the Set-Up and Per Each Minute charges calculated at the rates shown in Section 3.14.3c. following.

	<u>From</u>	<u>Up To But Not Including</u>	<u>Discount</u>
Everyday	9:00 p.m.	8:00 a.m.	40%
Saturdays, Sundays, and Certain Holidays (See Note 1)	8:00 a.m.	9:00 p.m.	40%

Note 1: Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

**PRODUCT GUIDE NO. 2**

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
5<sup>TH</sup> REVISED PAGE 21**

**EFFECTIVE: February 15, 2025**

**BASIC LOCAL EXCHANGE SERVICE**

**3.14      Frontier Local Calling Plan (Continued)**

**3.14.3      Rates**

a.      Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the exchanges of an Area listed in Section 3.14.4 following.

b.      Rate Schedule

	Monthly Rate			
	Exchange Group <u>1</u>	Exchange Group <u>2</u>	Exchange Group <u>3</u>	Exchange Group <u>4</u>
<u>Residence One-Party</u>				
Basic Calling Plan	\$21.00	\$21.00	\$21.00	\$21.00
Community Calling Plan	23.25	23.25	23.25	23.25
Community Plus Plan	27.35	27.35	27.35	27.35
Premium Calling Plan	43.35	44.50	45.65	46.80
<u>Business One-Party</u> <sup>Note 1</sup>				
Basic Calling Plan	53.00	53.00	53.00	53.00
Community Plus Plan	50.00	50.00	50.00	50.00
<u>Business PBX Access Line</u>				
Basic Calling Plan	39.00	39.00	39.00	39.00
Community Plus Plan	89.90	89.90	94.50	94.50
<u>Centrex NARS</u>				
Basic Calling Plan	25.58	25.58	25.58	25.58
Community Plus Plan	40.87	41.91	42.95	44.00

(l)

<u>EXCHANGES</u>	<u>EXCHANGES</u>	<u>EXCHANGES</u>	<u>EXCHANGES</u>
Fontana	Bakersville	Andrews	Weaverville
Robbins- ville	Bryson City	Cashiers	
	Burnsville	Cherokee	
	Guntertown	Cullowhee	
	Hot Springs	Franklin	
	Marshall	Garden City	
	Mars Hill	Glenwood	
	Micaville	Hayesville	
		Highlands	
		Marion	
		Murphy	
		Old Fort	
		Sevier	
		Suit	
		Sylva	

Note 1:      The applicable Rotary Line Service charge, as specified in Section 13.13 of this Product Guide, applies in addition to the Business One-Party rate for lines in rotary.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 22

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Local Calling Plan (Continued)

3.14.3 Rates (Continued)

- c. Usage Charges on calls for the Basic Calling, Community Calling, and Community Plus Plans Preceding (no usage charges apply to the Premium Calling Plan).<sup>Note 1</sup>

Distance <u>Bands</u>	Airline <u>Miles</u>	<u>Full Rate Period</u>	
		<u>Set-Up</u>	<u>Each Minute</u>
Local	-	\$ .02	\$ .02
A	1-10	.03	.05
B	11-16	.03	.055
C	17-22	.03	.06
D	23-30	.03	.065
E	31-40	.03	.07

Note 1: Employee Concession does not apply to usage charges of the Local Calling Plan.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 3  
ORIGINAL PAGE 23

EFFECTIVE: NOVEMBER 18, 2014

## BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)3.14.4 Frontier Local Calling Plan Exchanges

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
ANDREWS							
Residence							
Basic Calling Plan	None	Andrews	Robbinsville	Hayesville Murphy	Fontana	Bryson City Franklin Suit	Cherokee Cullowhee Highlands Sylva
Community Calling Plan	Andrews	None	Robbinsville	Hayesville Murphy	Fontana	Bryson City Franklin Suit	Cherokee Cullowhee Highlands Sylva
Community Plus Plan	Andrews Hayesville Murphy Robbinsville Suit	None	None	None	Fontana	Bryson City Franklin	Cherokee Cullowhee Highlands Sylva
Premium Calling Plan	Andrews Bryson City Cherokee Cullowhee Fontana Franklin Hayesville Highlands Murphy Robbinsville Suit Sylva	None	None	None	None	None	None



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 24

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>ANDREWS (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Andrews	Robbinsville	Hayesville Murphy	Fontana	Bryson City Franklin Suit	Cherokee Cullowhee Highlands Sylva
Community Plus Plan	Andrews Hayesville Murphy Robbinsville Suit	None	None	None	Fontana	Bryson City Franklin	Cherokee Cullowhee Highlands Sylva

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 25

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>BAKERSVILLE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Bakersville	Burnsville Micaville Spruce Pine *	None	Sevier	Barnardsville* Black Mountain* Garden City Glenwood- Providence Marion Mars Hill Old Fort	Asheville* Fairview* Guntertown Hot Springs Leicester* Marshall Swannanoa* Weaverville
Community Calling Plan	Bakersville	None	Burnsville Micaville Spruce Pine *	None	Sevier	Barnardsville* Black Mountain* Garden City Glenwood- Providence Marion Mars Hill Old Fort	Asheville* Fairview* Guntertown Hot Springs Leicester* Marshall Swannanoa* Weaverville
Community Plus Plan	Bakersville Burnsville Micaville Spruce Pine *	None	None	None	Sevier	Barnardsville* Black Mtn* Garden City Glenwood- Providence Marion Mars Hill Old Fort	Asheville* Fairview* Guntertown Hot Springs Leicester* Marshall Swannanoa* Weaverville

\* Non-Frontier Exchange

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 26

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points

BAKERSVILLE (Continued)

Residence (Continued)

Premium Calling Plan	Asheville* Bakersville Barnardsville* Black Mountain* Burnsville Fairview* Garden City Glenwood- Providence Guntertown Hot Springs Leicester* Marion Mars Hill Marshall Micaville Old Fort Sevier Spruce Pine* Swannanoa* Weaverville	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Bakersville	Burnsville Micaville Spruce Pine *	None	Sevier	Barnardsville* Black Mountain* Garden City Glenwood- Providence Marion Mars Hill Old Fort	Asheville* Fairview* Guntertown Hot Springs Leicester* Marshall Swannanoa* Weaverville
Community Plus Plan	Bakersville Burnsville Micaville Spruce Pine *	None	None	None	Sevier	Barnardsville* Black Mountain* Garden City Glenwood- Providence Marion Mars Hill Old Fort	Asheville* Fairview* Guntertown Hot Springs Leicester* Marshall Swannanoa* Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 27

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
BRYSON CITY							
Residence							
Basic Calling Plan	None	Bryson City	Cherokee	Sylva	Cullowhee Fontana Franklin	Andrews Cashiers Highlands Maggie Valley* Robbinsville Waynesville *	Canton* Clyde* Hayesville
Community Calling Plan	Bryson City	None	Cherokee	Sylva	Cullowhee Fontana Franklin	Andrews Cashiers Highlands Maggie Valley* Robbinsville Waynesville *	Canton* Clyde* Hayesville
Community Plus Plan	Byson City Cherokee Sylva	None	None	None	Cullowhee Fontana Franklin	Andrews Cashiers Highlands Maggie Valley* Robbinsville Waynesville *	Canton* Clyde* Hayesville
Premium Calling Plan	Andrews Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Fontana Franklin Hayesville Highlands Maggie Valley* Robbinsville Sylva Waynesville *	None	None	None	None	None	None

\* Non-Frontier Exchange

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 28

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>BRYSON CITY (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Bryson City	Cherokee	Sylva	Cullowhee Fontana Franklin	Andrews Cashiers Highlands Maggie Valley* Robbinsville Waynesville *	Canton* Clyde* Hayesville
Community Plus Plan	Bryson City Cherokee Sylva	None	None	None	Cullowhee Fontana Franklin	Andrews Cashiers Highlands Maggie Valley* Robbinsville Waynesville *	Canton* Clyde* Hayesville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 29

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>BURNSVILLE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Burnsville	Bakersville Micaville	Barnardsville* Mars Hill	Black Mountain* Garden City Old Fort Sevier Weaverville	Asheville *	Arden*
						Fairview*	Canton*
						Glenwood- Providence	Enka-Candler*
						Lake Lure*	
						Guntertown	
						Hot Springs	
						Leicester*	
						Marion	
						Marshall	
						Swannanoa*	
Community Calling Plan	Burnsville	None	Bakersville Micaville	Barnardsville* Mars Hill	Black Mountain* Garden City Old Fort Sevier Weaverville	Asheville *	Arden*
						Fairview*	Canton*
						Glenwood- Providence	Enka-Candler*
						Lake Lure*	
						Guntertown	
						Hot Springs	
						Leicester*	
						Marion	
						Marshall	
						Swannanoa*	
Community Plus Plan	Bakersville Barnardsville* Burnsville Mars Hill Micaville	None	None	None	Black Mountain* Garden City Old Fort Sevier Weaverville	Asheville *	Arden*
						Fairview*	Canton*
						Glenwood- Providence	Enka-Candler*
						Lake Lure*	
						Guntertown	
						Hot Springs	
						Leicester*	
						Marion	
						Marshall	
						Swannanoa*	

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 30

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

BURNSVILLE (Continued)

Residence (Continued)

Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville *						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Burnsville						
	Canton*						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Glenwood-Providence						
	Guntertown						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Sevier						
	Swannanoa*						
	Weaverville						

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 31

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>BURNSVILLE</u> (Continued)							
<u>Business</u>							
Basic Calling Plan	None	Burnsville	Bakersville Micaville	Barnardsville* Mars Hill	Black Mountain* Garden City Old Fort Sevier Weaverville	Asheville * Fairview* Glenwood- Providence Guntertown Hot Springs Leicester* Marion Marshall Swannanoa*	Arden* Canton* Enka-Candler* Lake Lure*
Community Plus Plan	Bakersville Barnardsville* Burnsville Mars Hill Micaville	None	None	None	Black Mountain* Garden City Old Fort Sevier Weaverville	Asheville * Fairview* Glenwood- Providence Guntertown Hot Springs Leicester* Marion Marshall Swannanoa*	Arden* Canton** Enka-Candler* Lake Lure*

\* Non-Frontier Exchange



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 32

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>CASHIERS</u>							
<u>Residence</u>							
Basic Calling Plan	None	Cashiers	Highlands	Cullowhee	Brevard * Franklin Sylva	Bryson City Cherokee Maggie Valley* Waynesville*	Canton* Clyde* Enka-Candler* Hendersonville*
Community Calling Plan	Cashiers	None	Highlands	Cullowhee	Brevard * Franklin Sylva	Bryson City Cherokee Maggie Valley* Waynesville*	Canton* Clyde* Enka-Candler* Hendersonville*
Community Plus Plan	Cashiers Cullowhee Highlands Sylva	None	None	None	Brevard * Franklin	Bryson City Cherokee Maggie Valley* Waynesville*	Canton* Clyde* Enka-Candler* Hendersonville*
Premium Calling Plan	Brevard * Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Enka-Candler* Franklin Hendersonville* Highlands Maggie Valley* Sylva Waynesville*	None	None	None	None	None	None

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 33

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>CASHIERS (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Cashiers	Highlands	Cullowhee	Brevard * Franklin Sylva	Bryson City Cherokee Maggie Valley* Waynesville*	Canton* Clyde* Enka-Candler* Hendersonville*
Community Plus Plan	Cashiers Cullowhee Highlands Sylva	None	None	None	Brevard * Franklin	Bryson City Cherokee Maggie Valley* Waynesville*	Canton* Clyde* Enka-Candler* Hendersonville*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 34

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>CHEROKEE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Cherokee	Bryson City Sylva	Cullowhee	Franklin Maggie Valley* Waynesville *	Canton* Cashiers Clyde* Fontana Robbinsville	Andrews Brevard* Enka-Candler* Highlands Hot Springs Leicester*
Community Calling Plan	Cherokee	None	Bryson City Sylva	Cullowhee	Franklin Maggie Valley* Waynesville *	Canton* Cashiers Clyde* Fontana Robbinsville	Andrews Brevard* Enka-Candler* Highlands Hot Springs Leicester*
Community Plus Plan	Bryson City Cherokee Cullowhee Sylva	None	None	None	Franklin Maggie Valley* Waynesville *	Canton* Cashiers Clyde* Fontana Robbinsville	Andrews Brevard* Enka-Candler* Highlands Hot Springs Leicester*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 35

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points

CHEROKEE (Continued)

Residence (Continued)

Premium Calling Plan	Andrews Brevard* Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Enka-Candler* Fontana Franklin Highlands Hot Springs Leicester* Maggie Valley* Robbinsville Sylva Waynesville *	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Cherokee	Bryson City Sylva	Cullowhee	Franklin Maggie Valley* Waynesville *	Canton* Cashiers Clyde* Fontana Robbinsville	Andrews Brevard* Enka-Candler* Highlands Hot Springs Leicester*
Community Plus Plan	Bryson City Cherokee Cullowhee Sylva	None	None	None	Franklin Maggie Valley* Waynesville *	Canton* Cashiers Clyde* Fontana Robbinsville	Andrews Brevard* Enka-Candler* Highlands Hot Springs Leicester*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 36

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>CULLOWHEE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Cullowhee	Sylva	Cashiers Cherokee Franklin	Bryson City Clyde* Highlands Maggie Valley* Waynesville *	Brevard* Canton*	Andrews Arden* Asheville * Enka-Candler* Fontana Hendersonville* Leicester* Robbinsville
Community Calling Plan	Cullowhee	None	Sylva	Cashiers Cherokee Franklin	Bryson City Clyde* Highlands Maggie Valley* Waynesville *	Brevard* Canton*	Andrews Arden* Asheville * Enka-Candler* Fontana Hendersonville* Leicester* Robbinsville
Community Plus Plan	Cashiers Cherokee Cullowhee Franklin Sylva	None	None	None	Bryson City Clyde* Highlands Maggie Valley* Waynesville *	Brevard* Canton*	Andrews Arden* Asheville * Enka-Candler* Fontana Hendersonville* Leicester* Robbinsville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 37

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>CULLOWHEE</u> (Continued)							
<u>Residence</u> (Continued)							
Premium Calling Plan	Andrews Arden* Asheville * Brevard* Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Enka-Candler* Fontana Franklin Hendersonville* Highlands Leicester* Maggie Valley* Robbinsville Sylva Waynesville *	None	None	None	None	None	None
<u>Business</u>							
Basic Calling Plan	None	Cullowhee	Sylva	Cashiers Cherokee Franklin	Bryson City Clyde* Highlands Maggie Valley* Waynesville *	Brevard* Canton*	Andrews Arden* Asheville Enka-C Fontana Henders Leicester Robbinsv
Community Plus Plan	Cashiers Cherokee Cullowhee Franklin Sylva	None	None	None	Bryson City Clyde* Highlands Maggie Valley* Waynesville *	Brevard* Canton*	Andrews Arden* Asheville Enka-C Fontana Henders Leicester Robbins

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 38

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
FONTANA							
Residence							
Basic Calling Plan	None	Fontana	Robbinsville	None	Andrews Bryson City	Cherokee Hayesville Murphy	Franklin Suit Sylva Cullowhee
Community Calling Plan	Fontana	None	Robbinsville	None	Andrews Bryson City	Cherokee Hayesville Murphy	Franklin Suit Sylva Cullowhee
Community Plus Plan	Fontana Robbinsville	None	None	None	Andrews Bryson City	Cherokee Hayesville Murphy	Franklin Suit Sylva Cullowhee
Premium Calling Plan	Andrews Bryson City Cherokee Cullowhee Fontana Franklin Hayesville Murphy Robbinsville Suit Sylva	None	None	None	None	None	None
Business							
Basic Calling Plan	None	Fontana	Robbinsville	None	Andrews Bryson City	Cherokee Hayesville Murphy	Franklin Suit Sylva Cullowhee
Community Plus Plan	Fontana Robbinsville	None	None	None	Andrews Bryson City	Cherokee Hayesville Murphy	Franklin Suit Sylva Cullowhee

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 39

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
FRANKLIN							
Residence							
Basic Calling Plan	None	Franklin	None	Cullowhee Highlands	Bryson City Cashiers Cherokee Sylva	Andrews Hayesville Maggie Valley* Robbinsville	Brevard* Canton* Clyde* Fontana Murphy Waynesville*
Community Calling Plan	Franklin	None	None	Cullowhee Highlands	Bryson City Cashiers Cherokee Sylva	Andrews Hayesville Maggie Valley* Robbinsville	Brevard* Canton* Clyde* Fontana Murphy Waynesville*
Community Plus Plan	Cullowhee Franklin Highlands	None	None	None	Bryson City Cashiers Cherokee Sylva	Andrews Hayesville Maggie Valley* Robbinsville	Brevard* Canton* Clyde* Fontana Murphy Waynesville*
Premium Calling Plan	Andrews Brevard* Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Fontana Franklin Hayesville Highlands Maggie Valley* Murphy Robbinsville Sylva Waynesville*	None	None	None	None	None	None

\* Non-Frontier Exchange



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 40

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>FRANKLIN (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Franklin	None	Cullowhee Highlands	Bryson City Cashiers Cherokee Sylva	Andrews Hayesville Maggie Valley* Robbinsville	Brevard* Canton* Clyde* Fontana Murphy Waynesville*
Community Plus Plan	Cullowhee Franklin Highlands	None	None	None	Bryson City Cashiers Cherokee Sylva	Andrews Hayesville Maggie Valley* Robbinsville	Brevard* Canton* Clyde* Fontana Murphy Waynesville*

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 41

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>GARDEN CITY</u>							
<u>Residence</u>							
Basic Calling Plan	None	Garden City	Glenwood- Providence Marion Old Fort Sevier	Black Mountain *	Burnsville Lake Lure Micaville Swannanoa*	Arden* Asheville * Bakersville Barnardsville* Fairview* Mars Hill Weaverville	Enka-Candler* Guntertown Hendersonville* Leicester* Marshall Saluda*
Community Calling Plan	Garden City	None	Glenwood- Providence Marion Old Fort Sevier	Black Mountain *	Burnsville Lake Lure Micaville Swannanoa*	Arden* Asheville * Bakersville Barnardsville* Fairview* Mars Hill Weaverville	Enka-Candler* Guntertown Hendersonville* Leicester* Marshall Saluda*
Community Plus Plan	Black Mtn * Garden City Glenwood Providence Marion Old Fort Sevier	None	None	None	Burnsville Lake Lure Micaville Swannanoa*	Arden* Asheville * Bakersville Barnardsville* Fairview* Mars Hill Weaverville	Enka-Candler* Guntertown Hendersonville* Leicester* Marshall Saluda*

\* Non-Frontier Exchange

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**
**SECTION 3  
ORIGINAL PAGE 42**
**EFFECTIVE: NOVEMBER 18, 2014**
**BASIC LOCAL EXCHANGE SERVICE**
**3.14 Frontier Local Calling Plan (Continued)**
**3.14.4 Frontier Local Calling Plan Exchanges (Continued)**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points

GARDEN CITY (Continued)

Residence (Continued)

Premium Calling Plan	Arden* Asheville * Bakersville Barnardsville* Black Mountain * Burnsville Enka-Candler* Fairview* Garden City Glenwood- Providence Guntertown Hendersonville* Lake Lure* Leicester* Marion Mars Hill Marshall Micaville Old Fort Saluda* Sevier Swannanoa* Weaverville	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Garden City	Glenwood- Providence Marion Old Fort Sevier	Black Mountain *	Burnsville Lake Lure* Micaville Swannanoa*	Arden* Asheville * Bakersville Barnardsville* Fairview* Mars Hill Weaverville	Enka-Candler* Guntertown Hendersonville* Leicester* Marshall Saluda*
Community Plus Plan	Black Mtn * Garden City Glenwood Providence Marion Old Fort Sevier	None	None	None	Burnsville Lake Lure* Micaville Swannanoa*	Arden* Asheville * Bakersville Barnardsville* Fairview* Mars Hill Weaverville	Enka-Candler* Guntertown Hendersonville* Leicester* Marshall Saluda*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 43

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>GLENWOOD-PROVIDENCE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Glenwood- Providence	Garden City Marion	Old Fort Sevier	Black Mtn * Lake Lure*	Bakersville Barnardsville* Burnsville Fairview* Micaville Swannanoa*	Arden* Asheville * Enka-Candler* Hendersonville* Mars Hill Saluda* Weaverville
Community Calling Plan	Glenwood- Providence	None	Garden City Marion	Old Fort Sevier	Black Mtn * Lake Lure*	Bakersville Barnardsville* Burnsville Fairview* Micaville Swannanoa*	Arden* Asheville * Enka-Candler* Hendersonville* Mars Hill Saluda* Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Old Fort Sevier	None	None	None	Black Mtn * Lake Lure*	Bakersville Barnardsville* Burnsville Fairview* Micaville Swannanoa*	Arden* Asheville * Enka-Candler* Hendersonville* Mars Hill Saluda* Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 44

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points

GLENWOOD-PROVIDENCE (Continued)

Residence (Continued)

Premium Calling Plan	Arden Asheville * Bakersville Barnardsville* Black Mountain * Burnsville Enka-Candler* Fairview* Garden City Glenwood- Providence Hendersonville* Lake Lure* Marion Mars Hill Micaville Old Fort Saluda* Sevier Swannanoa* Weaverville	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Glenwood- Providence	Garden City Marion	Old Fort Sevier	Black Mtn * Lake Lure*	Bakersville Barnardsville* Burnsville Fairview* Micaville Swannanoa*	Arden* Asheville * Enka-Candler* Hendersonville* Mars Hill Saluda* Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Old Fort Sevier	None	None	None	Black Mtn * Lake Lure*	Bakersville Barnardsville* Burnsville Fairview* Micaville Swannanoa*	Arden* Asheville * Enka-Candler* Hendersonville* Mars Hill Saluda* Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 45

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>GUNTERTOWN</u>							
<u>Residence</u>							
Basic Calling Plan	None	Guntertown	Hot Springs Marshall	Mars Hill	Barnardsville* Leicester* Weaverville	Asheville*	Arden*
						Burnsville	Bakersville
						Canton*	Black Mtn*
						Clyde*	Fairview*
						Enka-Candler*	Garden City
						Micaville	Maggie Valley*
						Swanannoa*	Old Fort
Sevier Waynesville*							
Community Calling Plan	Guntertown	None	Hot Springs Marshall	Mars Hill	Barnardsville* Leicester* Weaverville	Asheville*	Arden*
						Burnsville	Bakersville
						Canton*	Black Mtn*
						Clyde*	Fairview*
						Enka-Candler*	Garden City
						Micaville	Maggie Valley*
						Swanannoa*	Old Fort
Sevier Waynesville*							
Community Plus Plan	Guntertown Hot Springs Mars Hill Marshall	None	None	None	Barnardsville* Leicester* Weaverville	Asheville*	Arden*
						Burnsville	Bakersville
						Canton*	Black Mtn*
						Clyde*	Fairview*
						Enka-Candler*	Garden City
						Micaville	Maggie Valley*
						Swanannoa*	Old Fort
Sevier Waynesville*							

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 46

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>GUNTERTOWN (Continued)</u>							
<u>Residence (Continued)</u>							
Premium Calling Plan	Arden* Asheville* Bakersville Barnardsville* Black Mountain* Burnsville Canton* Clyde* Enka-Candler* Fairview* Garden City* Guntertown Hot Springs Leicester* Maggie Valley* Mars Hill Marshall Micaville Old Fort Sevier Swannanoa* Waynesville* Weaverville	None	None	None	None	None	None
<u>Business</u>							
Basic Calling Plan	None	Guntertown	Hot Springs Marshall	Mars Hill	Barnardsville* Leicester* Weaverville	Asheville* Burnsville Canton* Clyde* Enka-Candler* Micaville Swanannoa*	Arden* Bakersville Black Mtn* Fairview* Garden City Maggie Valley* Old Fort Sevier Waynesville*
Community Plus Plan	Guntertown Hot Springs Mars Hill Marshall	None	None	None	Barnardsville* Leicester* Weaverville	Asheville* Burnsville Canton* Clyde* Enka-Candler* Micaville Swanannoa*	Arden* Bakersville Black Mtn* Fairview* Garden City Maggie Valley* Old Fort Sevier Waynesville*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 3  
ORIGINAL PAGE 47

EFFECTIVE: NOVEMBER 18, 2014

## BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>HAYESVILLE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Hayesville	None	Andrews Murphy	Robbinsville Suit	Fontana Franklin	Bryson City Highlands
Community Calling Plan	Hayesville	None	None	Andrews Murphy	Robbinsville Suit	Fontana Franklin	Bryson City Highlands
Community Plus Plan	Andrews Hayesville Murphy Suit	None	None	None	Robbinsville	Fontana Franklin	Bryson City Highlands
Premium Calling Plan	Andrews Bryson City Fontana Franklin Hayesville Highlands Murphy Robbinsville Suit	None	None	None	None	None	None
<u>Business</u>							
Basic Calling Plan	None	Hayesville	None	Andrews Murphy	Robbinsville Suit	Fontana Franklin	Bryson City Highlands
Community Plus Plan	Andrews Hayesville Murphy Suit	None	None	None	Robbinsville	Fontana Franklin	Bryson City Highlands



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 48

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>HIGHLANDS</u>							
<u>Residence</u>							
Basic Calling Plan	None	Highlands	Cashiers	Franklin	Cullowhee Sylva	Brevard* Bryson City	Andrews Canton* Cherokee Clyde* Hayesville Maggie Valley* Robbinsville Waynesville *
Community Calling Plan	Highlands	None	Cashiers	Franklin	Cullowhee Sylva	Brevard* Bryson City	Andrews Canton* Cherokee Clyde* Hayesville Maggie Valley* Robbinsville Waynesville *
Community Plus Plan	Cashiers Franklin Highlands	None	None	None	Cullowhee Sylva	Brevard* Bryson City	Andrews Canton* Cherokee Clyde* Hayesville Maggie Valley* Robbinsville Waynesville *

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 49

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points

HIGHLANDS (Continued)

Residence (Continued)

Premium Calling Plan	Andrews Brevard* BrysonCity Canton* Cashiers Cherokee Clyde* Cullowhee Franklin Hayesville Highlands Maggie Valley* Robbinsville Sylva Waynesville *	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Highlands	Cashiers	Franklin	Cullowhee Sylva	Brevard* Bryson City	Andrews Canton* Cherokee Clyde* Hayesville Maggie Valley* Robbinsville Waynesville *
Community Plus Plan	Cashiers Franklin Highlands	None	None	None	Cullowhee Sylva	Brevard* Bryson City	Andrews Canton* Cherokee Clyde* Hayesville Maggie Valley* Robbinsville Waynesville *

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 50

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points
<u>HOT SPRINGS</u>							
<u>Residence</u>							
Basic Calling Plan	None	Hot Springs	Guntertown	Marshall	Leicester* Mars Hill Weaverville	Asheville*	Arden*
						Barnardsville*	Bakersville
						Burnsville	Black Mtn*
						Canton*	Cherokee
						Clyde*	Fairview*
						Enka-Candler*	Micaville
						Maggie Valley*	Old Fort
						Waynesville*	Swannanoa*
Community Calling Plan	Hot Springs	None	Guntertown	Marshall	Leicester* Mars Hill Weaverville	Asheville*	Arden*
						Barnardsville*	Bakersville
						Burnsville	Black Mtn*
						Canton*	Cherokee
						Clyde*	Fairview*
						Enka-Candler*	Micaville
						Maggie Valley*	Old Fort
						Waynesville*	Swannanoa*
Community Plus Plan	Guntertown Hot Springs Mars Hill Marshall	None	None	None	Leicester* Weaverville	Asheville*	Arden*
						Barnardsville*	Bakersville
						Burnsville	Black Mtn*
						Canton*	Cherokee
						Clyde*	Fairview*
						Enka-Candler*	Micaville
						Maggie Valley*	Old Fort
						Waynesville*	Swannanoa*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 51

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			A Points	B Points	C Points	D Points	E Points

HOT SPRINGS (Continued)

Residence (Continued)

Premium Calling Plan	Arden* Asheville* Bakersville Barnardsville* Black Mtn* Burnsville Canton* Cherokee Clyde* Enka-Candler* Fairview* Guntertown Hot Springs Leicester* Maggie Valley* Mars Hill Marshall Micaville Old Fort Swannanoa* Waynesville* Weaverville	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Hot Springs	Guntertown	Marshall	Leicester* Mars Hill Weaverville	Asheville* Barnardsville* Burnsville Canton* Clyde* Enka-Candler* Maggie Valley* Waynesville*	Arden* Bakersville Black Mtn* Cherokee Fairview* Micaville Old Fort Swannanoa*
Community Plus Plan	Guntertown Hot Springs Mars Hill Marshall	None	None	None	Leicester* Weaverville	Asheville* Barnardsville* Burnsville Canton* Clyde* Enka-Candler* Maggie Valley* Waynesville*	Arden* Bakersville Black Mtn* Cherokee Fairview* Micaville Old Fort Swannanoa*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 52

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
MARION							
Residence							
Basic Calling Plan	None	Marion	Garden City Glenwood- Providence Sevier	Old Fort	Black Mtn* Lake Lure* Micaville	Bakersville Barnardsville* Burnsville Fairview* Swannanoa*	Arden* Asheville* Enka-Candler* Hendersonville* Leicester* Mars Hill Marshall Saluda* Weaverville
Community Calling Plan	Marion	None	Garden City Glenwood- Providence Sevier	Old Fort	Black Mtn* Lake Lure* Micaville	Bakersville Barnardsville* Burnsville Fairview* Swannanoa*	Arden* Asheville* Enka-Candler* Hendersonville* Leicester* Mars Hill Marshall Saluda* Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Old Fort Sevier	None	None	None	Black Mtn* Lake Lure* Micaville	Bakersville Barnardsville* Burnsville Fairview* Swannanoa*	Arden* Asheville* Enka-Candler* Hendersonville* Leicester* Mars Hill Marshall Saluda* Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 53

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14            Frontier Local Calling Plan (Continued)

3.14.4        Frontier Local Calling Plan Exchanges (Continued)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 54

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points

MARION (Continued)

Residence (Continued)

Premium Calling Plan	Arden* Asheville* Bakersville Barnardsville* Black Mtn* Burnsville Enka-Candler* Fairview* Garden City Glenwood-Providence Hendersonville* Lake Lure* Leicester* Marion Mars Hill Marshall Micaville Old Fort Saluda* Sevier Swannanoa* Weaverville	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Marion	Garden City Glenwood- Providence Sevier	Old Fort	Black Mtn* Lake Lure* Micaville	Bakersville Barnardsville* Burnsville Fairview* Swannanoa*	Arden* Asheville* Enka-Candler* Hendersonville* Leicester* Mars Hill Marshall Saluda* Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Old Fort Sevier	None	None	None	Black Mtn* Lake Lure* Micaville	Bakersville Barnardsville* Burnsville Fairview* Swannanoa*	Arden* Asheville* Enka-Candler* Hendersonville* Leicester* Mars Hill Marshall Saluda* Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 55

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MARSHALL</u>							
<u>Residence</u>							
Basic Calling Plan	None	Marshall	Guntertown Mars Hill Weaverville	Asheville* Barnardsville* Hot Springs Leicester*	Canton* Enka-Candler* Swannanoa*	Arden* Black Mtn* Burnsville Clyde* Fairview* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Garden City Hendersonville* Lake Lure* Marion Old Fort Sevier
Community Calling Plan	Marshall	None	Guntertown Mars Hill Weaverville	Asheville* Barnardsville* Hot Springs Leicester*	Canton* Enka-Candler* Swannanoa*	Arden* Black Mtn* Burnsville Clyde* Fairview* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Garden City Hendersonville* Lake Lure* Marion Old Fort Sevier
Community Plus Plan	Asheville* Barnardsville* Guntertown Hot Springs Leicester* Mars Hill Marshall Weaverville	None	None	None	Canton* Enka-Candler* Swannanoa*	Arden* Black Mtn* Burnsville Clyde* Fairview* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Garden City Hendersonville* Lake Lure* Marion Old Fort Sevier

\* Non-Frontier Exchange



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 56

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

MARSHALL (Continued)

Residence (Continued)

Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville*						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Brevard*						
	Burnsville						
	Canton*						
	Clyde*						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Guntertown						
	Hendersonville*						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Maggie Valley*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Sevier						
	Swannanoa*						
	Waynesville*						
	Weaverville						

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 57

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MARSHALL</u> (Continued)							
<u>Business</u>							
Basic Calling Plan	None	Marshall	Guntertown Mars Hill Weaverville	Asheville* Barnardsville* Hot Springs Leicester*	Canton* Enka-Candler* Swannanoa*	Arden*	Bakersville
						Black Mtn*	Brevard*
						Burnsville	Garden City
						Clyde*	Hendersonville*
						Fairview*	Lake Lure*
						Maggie Valley*	Marion
						Micaville	Old Fort
						Waynesville*	Sevier
Community Plus Plan	Asheville* Barnardsville* Guntertown Hot Springs Leicester* Mars Hill Marshall Weaverville	None	None	None	Canton* Enka-Candler* Swannanoa*	Arden*	Bakersville
						Black Mtn*	Brevard*
						Burnsville	Garden City
						Clyde*	Hendersonville*
						Fairview*	Lake Lure*
						Maggie Valley*	Marion
						Micaville	Old Fort
						Waynesville*	Sevier

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 58

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MARS HILL</u>							
<u>Residence</u>							
Basic Calling Plan	None	Mars Hill	Barnardsville* Marshall Weaverville	Burnsville Guntertown Leicester*	Asheville* Black Mtn* Enka-Candler* Hot Springs Micaville Swannanoa*	Arden* Bakersville Canton* Clyde* Fairview* Garden City Old Fort Sevier	Glenwood- Providence Hendersonville* Lake Lure* Maggie Valley* Marion Waynesville*
Community Calling Plan	Mars Hill	None	Barnardsville* Marshall Weaverville	Burnsville Guntertown Leicester*	Asheville* Black Mtn* Enka-Candler* Hot Springs Micaville Swannanoa*	Arden* Bakersville Canton* Clyde* Fairview* Garden City Old Fort Sevier	Glenwood- Providence Hendersonville* Lake Lure* Maggie Valley* Marion Waynesville*
Community Plus Plan	Barnardsville* Burnsville Guntertown Hot Springs Leicester* Mars Hill Marshall Weaverville	None	None	None	Asheville* Black Mtn* Enka-Candler* Hot Springs Micaville Swannanoa*	Arden* Bakersville Canton* Clyde* Fairview* Garden City Old Fort Sevier	Glenwood- Providence Hendersonville* Lake Lure* Maggie Valley* Marion Waynesville*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 59

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

MARS HILL (Continued)

Residence (Continued)

Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville*						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Burnsville						
	Canton*						
	Clyde*						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Glenwood-Providence						
	Guntertown						
	Hendersonville*						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Maggie Valley*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Sevier						
	Swannanoa*						
	Waynesville*						
	Weaverville						

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 60

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MARS HILL (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Mars Hill	Barnardsville* Marshall Weaverville	Burnsville Guntertown Leicester*	Asheville* Black Mtn* Enka-Candler* Hot Springs Micaville Swannanoa*	Arden* Bakersville Canton* Clyde* Fairview* Garden City Old Fort Sevier	Glenwood- Providence Hendersonville* Lake Lure* Maggie Valley* Marion Waynesville*
Community Plus Plan	Barnardsville* Burnsville Guntertown Hot Springs Leicester* Mars Hill Marshall Weaverville	None	None	None	Asheville* Black Mtn* Enka-Candler* Hot Springs Micaville Swannanoa*	Arden* Bakersville Canton* Clyde* Fairview* Garden City Old Fort Sevier	Glenwood- Providence Hendersonville* Lake Lure* Maggie Valley* Marion Waynesville*

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 61

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MICAVILLE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Micaville	Bakersville Burnsville	Sevier	Barnardsville*	Asheville*	Arden*
					Black Mtn*	Fairview*	Enka-Candler*
					Garden City	Glenwood-	Hot Springs
					Marion	Providence	Lake Lure*
					Mars Hill	Guntertown	Leicester*
					Old Fort	Marshall	
						Swannanoa*	
Weaverville							
Community Calling Plan	Micaville	None	Bakersville Burnsville	Sevier	Barnardsville*	Asheville*	Arden*
					Black Mtn*	Fairview*	Enka-Candler*
					Garden City	Glenwood-	Hot Springs
					Marion	Providence	Lake Lure*
					Mars Hill	Guntertown	Leicester*
					Old Fort	Marshall	
						Swannanoa*	
Weaverville							
Community Plus Plan	Bakersville Burnsville Micaville Sevier	None	None	None	Barnardsville*	Asheville*	Arden*
					Black Mtn*	Fairview*	Enka-Candler*
					Garden City	Glenwood-	Hot Springs
					Marion	Providence	Lake Lure*
					Mars Hill	Guntertown	Leicester*
					Old Fort	Marshall	
						Swannanoa*	
Weaverville							

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 62

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

MICAVILLE (Continued)

Residence (Continued)

Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville*						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Burnsville						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Glenwood- Providence						
	Guntertown						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Sevier						
	Swannanoa*						
	Weaverville						

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 3  
ORIGINAL PAGE 63

EFFECTIVE: NOVEMBER 18, 2014

## BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>MICAVILLE</u> (Continued)							
<u>Business</u>							
Basic Calling Plan	None	Micaville	Bakersville Burnsville	Sevier	Barnardsville* Black Mtn* Garden City Marion Mars Hill Old Fort	Asheville* Fairview* Glenwood- Providence Guntertown Marshall Swannanoa* Weaverville	Arden* Enka-Candler* Hot Springs Lake Lure* Leicester*
Community Plus Plan	Bakersville Burnsville Micaville Sevier	None	None	None	Barnardsville* Black Mtn* Garden City Marion Mars Hill Old Fort	Asheville* Fairview* Glenwood- Providence Guntertown Marshall Swannanoa* Weaverville	Arden* Enka-Candler* Hot Springs Lake Lure* Leicester*

\* Non-Frontier Exchange



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 3  
ORIGINAL PAGE 64

EFFECTIVE: NOVEMBER 18, 2014

## BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

MURPHYResidence

Basic Calling Plan	None	Murphy	Suit	Andrews Hayesville	Liberty* Robbinsville	Fontana	Franklin
Community Calling Plan	Murphy	None	Suit	Andrews Hayesville	Liberty* Robbinsville	Fontana	Franklin
Community Plus Plan	Andrews Hayesville Liberty* Murphy Suit	None	None	None	Robbinsville	Fontana	Franklin
Premium Calling Plan	Andrews Fontana Franklin Hayesville Liberty* Murphy Robbinsville Suit	None	None	None	None	None	None

Business

Basic Calling Plan	None	Murphy	Suit	Andrews Hayesville	Liberty* Robbinsville	Fontana	Franklin
Community Plus Plan	Andrews Hayesville Liberty* Murphy Suit	None	None	None	Robbinsville	Fontana	Franklin

\* Non-Frontier Exchange

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 65

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Local Calling Plan (Continued)

3.14.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

OLD FORT (Continued)

Residence (Continued)

Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville*						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Burnsville						
	Canton*						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Glenwood- Providence						
	Guntertown						
	Hendersonville*						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Saluda*						
	Sevier						
	Swannanoa*						
	Weaverville						

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 66

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Local Calling Plan (Continued)

3.14.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points

OLD FORT (Continued)

Business

Basic Calling Plan	None	Old Fort	Black Mtn* Garden City	Fairview* Glenwood- Providence Lake Lure* Marion Sevier Swannanoa*	Asheville* Barnardsville* Burnsville Micaville Weaverville	Arden* Bakersville Enka-Candler* Guntertown Hendersonville* Leicester* Mars Hill Saluda*	Canton* Hot Springs Marshall
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Community Plus Plan	Black Mtn* Fairview* Garden City Glenwood- Providence Lake Lure* Marion Old Fort Sevier Swannanoa*	None	None	None	Asheville* Barnardsville* Burnsville Micaville Weaverville	Arden* Bakersville Enka-Candler* Guntertown Hendersonville* Leicester* Mars Hill Saluda	Canton* Hot Springs Marshall
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\* Non-Frontier Exchange

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 67

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
ROBBINSVILLE							
Residence							
Basic Calling Plan	None	Robbinsville	Andrews Fontana	None	Hayesville Murphy	Bryson City Cherokee Franklin Suit	Cullowhee Highlands Sylva
Community Calling Plan	Robbinsville	None	Andrews Fontana	None	Hayesville Murphy	Bryson City Cherokee Franklin Suit	Cullowhee Highlands Sylva
Community Plus Plan	Andrews Fontana Robbinsville	None	None	None	Hayesville Murphy	Bryson City Cherokee Franklin Suit	Cullowhee Highlands Sylva
Premium Calling Plan	Andrews Bryson City Cherokee Cullowhee Fontana Franklin Hayesville Highlands Murphy Robbinsville Suit Sylva	None	None	None	None	None	None
Business							
Basic Calling Plan	None	Robbinsville	Andrews Fontana	None	Hayesville Murphy	Bryson City Cherokee Franklin Suit	Cullowhee Highlands Sylva
Community Plus Plan	Andrews Fontana Robbinsville	None	None	None	Hayesville Murphy	Bryson City Cherokee Franklin Suit	Cullowhee Highlands Sylva

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 68

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>SEVIER</u>							
<u>Residence</u>							
Basic Calling Plan	None	Sevier	Garden City Marion	Glenwood- Providence Micaville Old Fort	Bakersville Black Mountain* Burnsville	Barnardsville* Fairview* Guntertown Lake Lure* Mars Hill Swannanoa*	Arden* Asheville* Enka-Candler* Leicester* Marshall Weaverville
Community Calling Plan	Sevier	None	Garden City Marion	Glenwood- Providence Micaville Old Fort	Bakersville Black Mountain* Burnsville	Barnardsville* Fairview* Guntertown Lake Lure* Mars Hill Swannanoa*	Arden* Asheville* Enka-Candler* Leicester* Marshall Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Micaville Old Fort Sevier	None	None	None	Bakersville Black Mountain* Burnsville	Barnardsville* Fairview* Guntertown Lake Lure* Mars Hill Swannanoa*	Arden* Asheville* Enka-Candler* Leicester* Marshall Weaverville

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 69

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>SEVIER (Continued)</u>							
<u>Residence (Continued)</u>							
Premium Calling Plan	Arden* Asheville* Bakersville Barnardsville* Black Mountiain* Burnsville Enka-Candler* Fairview* Garden City Glenwood- Providence Guntertown Lake Lure* Leicester* Marion Mars Hill Marshall Micaville Old Fort Sevier Swannanoa* Weaverville	None	None	None	None	None	None
<u>Business</u>							
Basic Calling Plan	None	Sevier	Garden City Marion	Glenwood- Providence Micaville Old Fort	Bakersville Black Mountain* Burnsville	Barnardsville* Fairview* Guntertown Lake Lure* Mars Hill Swannanoa*	Arden* Asheville* Enka-Candler* Leicester* Marshall Weaverville
Community Plus Plan	Garden City Glenwood- Providence Marion Micaville Old Fort Sevier	None	None	None	Bakersville Black Mountain* Burnsville	Barnardsville* Fairview* Guntertown Lake Lure* Mars Hill Swannanoa*	Arden* Asheville* Enka-Candler* Leicester* Marshall Weaverville

\* Non-Frontier Exchange

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**
**SECTION 3  
ORIGINAL PAGE 70**
**EFFECTIVE: NOVEMBER 18, 2014**
**BASIC LOCAL EXCHANGE SERVICE**
**3.14 Frontier Local Calling Plan (Continued)**
**3.14.4 Frontier Local Calling Plan Exchanges (Continued)**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>SUIT</u>							
<u>Residence</u>							
Basic Calling Plan	None	Suit	Liberty* Murphy	None	Hayesville	Andrews Robbinsville	Fontana
Community Calling Plan	Suit	None	Liberty* Murphy	None	Hayesville	Andrews Robbinsville	Fontana
Community Plus Plan	Andrews Hayesville Liberty* Murphy Suit	None	None	None	None	Robbinsville	Fontana
Premium Calling Plan	Andrews Fontana Hayesville Liberty* Murphy Robbinsville Suit	None	None	None	None	None	None
<u>Business</u>							
Basic Calling Plan	None	Suit	Liberty* Murphy	None	Hayesville	Andrews Robbinsville	Fontana
Community Plus Plan	Andrews Hayesville Liberty* Murphy Suit	None	None	None	None	Robbinsville	Fontana

\*Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 71

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>SYLVA</u>							
<u>Residence</u>							
Basic Calling Plan	None	Sylva	Cherokee Cullowhee	Bryson City Maggie Valley* Waynesville*	Cashiers Clyde* Franklin Highlands	Brevard* Canton*	Andrews Arden* Asheville* Enka-Candler* Fontana Leicester* Robbinsville
Community Calling Plan	Sylva	None	Cherokee Cullowhee	Bryson City Maggie Valley* Waynesville*	Cashiers Clyde* Franklin Highlands	Brevard* Canton*	Andrews Arden* Asheville* Enka-Candler* Fontana Leicester* Robbinsville
Community Plus Plan	Bryson City Cashiers Cherokee Cullowhee Maggie Valley* Sylva Waynesville*	None	None	None	Clyde* Franklin Highlands	Brevard* Canton*	Andrews Arden* Asheville* Enka-Candler* Fontana Leicester* Robbinsville

\* Non-Frontier Exchange



PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 72

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>

SYLVA (Continued)

Residence (Continued)

Premium Calling Plan	Andrews Arden* Asheville* Brevard* Bryson City Canton* Cashiers Cherokee Clyde* Cullowhee Enka-Candler* Fontana Franklin Highlands Leicester* Maggie Valley* Robbinsville Sylva Waynesville*	None	None	None	None	None	None
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Business

Basic Calling Plan	None	Sylva	Cherokee Cullowhee	Bryson City Maggie Valley* Waynesville*	Cashiers Clyde* Franklin Highlands	Brevard* Canton*	Andrews Arden* Asheville* Enka-Candler* Fontana Leicester* Robbinsville
Community Plus Plan	Bryson City Cashiers Cherokee Cullowhee Maggie Valley* Sylva Waynesville*	None	None	None	Clyde* Franklin Highlands	Brevard* Canton*	Andrews Arden* Asheville* Enka-Candler* Fontana Leicester* Robbinsville

\* Non-Frontier Exchange

**PRODUCT GUIDE NO. 2**

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 73**

**EFFECTIVE: NOVEMBER 18, 2014**

**BASIC LOCAL EXCHANGE SERVICE**

**3.14      Frontier Local Calling Plan (Continued)**

**3.14.4      Frontier Local Calling Plan Exchanges (Continued)**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>WEAVERVILLE</u>							
<u>Residence</u>							
Basic Calling Plan	None	Weaverville	Asheville* Barnardsville* Leicester* Mars Hill Marshall	Arden* Black Mtn* Enka-Candler* Fairview* Swannanoa*	Burnsville Canton* Guntertown Hot Springs Old Fort	Clyde* Garden City Hendersonville* Lake Lure* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Glenwood- Providence Marion Saluda* Sevier
Community Calling Plan	Weaverville	None	Asheville* Barnardsville* Leicester* Mars Hill Marshall	Arden* Black Mtn* Enka-Candler* Fairview* Swannanoa*	Burnsville Canton* Guntertown Hot Springs Old Fort	Clyde* Garden City Hendersonville* Lake Lure* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Glenwood- Providence Marion Saluda* Sevier
Community Plus Plan	Arden* Asheville* Barnardsville* Black Mtn* Enka-Candler* Fairview* Leicester* Mars Hill Marshall Swannanoa* Weaverville	None	None	None  *	Burnsville Canton* Guntertown Hot Springs Old Fort	Clyde* Garden City Hendersonville* Lake Lure* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Glenwood- Providence Marion Saluda* Sevier

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 3  
ORIGINAL PAGE 74

EFFECTIVE: NOVEMBER 18, 2014

BASIC LOCAL EXCHANGE SERVICE

3.14 Frontier Local Calling Plan (Continued)

3.14.4 Frontier Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		<u>Local</u>	<u>A Points</u>	<u>B Points</u>	<u>C Points</u>	<u>D Points</u>	<u>E Points</u>
<u>WEAVERVILLE (Continued)</u>							
<u>Residence (Continued)</u>							
Premium Calling Plan	Arden*	None	None	None	None	None	None
	Asheville*						
	Bakersville						
	Barnardsville*						
	Black Mountain*						
	Brevard*						
	Burnsville						
	Canton*						
	Clyde*						
	Enka-Candler*						
	Fairview*						
	Garden City						
	Glenwood-Providence						
	Guntertown						
	Hendersonville*						
	Hot Springs						
	Lake Lure*						
	Leicester*						
	Maggie Valley*						
	Marion						
	Mars Hill						
	Marshall						
	Micaville						
	Old Fort						
	Saluda*						
	Sevier						
	Swannanoa*						
	Waynesville*						
	Weaverville						

\* Non-Frontier Exchange

**PRODUCT GUIDE NO. 2**

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 3  
ORIGINAL PAGE 75**

**EFFECTIVE: NOVEMBER 18, 2014**

**BASIC LOCAL EXCHANGE SERVICE**

**3.14      Frontier Local Calling Plan (Continued)**

**3.14.4      Frontier Local Calling Plan Exchanges (Continued)**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	A Points	B Points	C Points	D Points	E Points
<u>WEAVERVILLE (Continued)</u>							
<u>Business</u>							
Basic Calling Plan	None	Weaverville	Asheville* Barnardsville* Leicester* Mars Hill Marshall	Arden* Black Mtn* Enka-Candler* Fairview* Swannanoa*	Burnsville Canton* Guntertown Hot Springs Old Fort	Clyde* Garden City Hendersonville* Lake Lure* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Glenwood- Providence Marion Saluda* Sevier
Community Plus Plan	Arden* Asheville* Barnardsville* Black Mtn* Enka-Candler* Fairview* Leicester* Mars Hill Marshall Swannanoa* Weaverville	None	None	None	Burnsville Canton* Guntertown Hot Springs Old Fort	Clyde* Garden City Hendersonville* Lake Lure* Maggie Valley* Micaville Waynesville*	Bakersville Brevard* Glenwood- Providence Marion Saluda* Sevier

\* Non-Frontier Exchange

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL INDEX PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

	<u>Page No.</u>
<b>4.1</b>	<b><u>DEFINITIONS</u></b>
4.1.1	Service Charge 1-2
4.1.2	RESERVED FOR FUTURE USE 2
4.1.3	RESERVED FOR FUTURE USE 2
4.1.4	RESERVED FOR FUTURE USE
4.1.5	RESERVED FOR FUTURE USE
4.1.6	Serving Central Office 3
4.1.7	Line Segment 3
<b>4.2</b>	<b><u>APPLICATION</u></b>
4.2.1	General 3-5A
4.2.2	Service Order Charge 6-7
4.2.3	Premises Visit Charge 7-8
4.2.4	Central Office Work Charge 8-9
<b>4.3</b>	<b><u>SCHEDULE OF CHARGES</u></b> 12
<b>4.4</b>	<b><u>INSTALLATION CHARGES</u></b> 12
<b>4.5</b>	<b><u>MISCELLANEOUS CHARGES</u></b>
4.5.1	Changes in Telephone Number 13
4.5.2	Tribal Link Up 13
4.5.3	Restoration of Service 14
4.5.4	Rearrangement of Drop Wire, Outside Circuit and/or Protector 14
<b>4.6</b>	<b><u>Returned Check Charge</u></b>
<b>4.8</b>	<b><u>RESERVED FOR FUTURE USE</u></b>

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.1 DEFINITIONS

#### 4.1.1 Service Charge

A service charge consists of one or more of the following nonrecurring charges for work required due to subscriber's request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a subscriber's or applicant's request. Service order charges are classified as either primary or secondary.
- b. Premises Visit Charge - Applicable for a required trip to a subscriber's premises in connection with establishment of service, rearrangement of service, or installation of equipment.
- c. Central Office Work Charge - Primary - Applicable for testing and connecting functions required within the central office upon the initial establishment of service.
- d. Central Office Work Charge - Secondary - Applicable for testing and connecting functions required within the central office in conjunction with a secondary service order request.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.1 DEFINITIONS (Cont'd)

#### 4.1.1 Service Charge (Cont'd)

- e. Miscellaneous Charges - Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges.
- f. Restoration Charge - Applicable for restoral of service following a temporary suspension of such service.
- g. Termination Charge - Applicable for a subscriber's request for discontinuance of an item of service prior to the expiration of the initial service period designated for such items.

#### 4.1.2 RESERVED FOR FUTURE USE

#### 4.1.3 RESERVED FOR FUTURE USE

#### 4.1.4 RESERVED FOR FUTURE USE

#### 4.1.5 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

**SERVICE CHARGES**

**4.1 DEFINITIONS (Cont'd)**

**4.1.6 Serving Central Office**

The switching center of the Company from which outside plant facilities are extended to the subscriber's premises. The serving central office contrasts with intermediate central offices through which interoffice trunks may be routed in order to connect two serving central offices.

**4.1.7 Line Segment**

A line extending from the serving central office to the subscriber's premises. The line is a portion of an intraexchange multi-premises service arrangement such as local off-premises extension, private line, or tie line service.

**4.2 APPLICATION**

**4.2.1. General**

- a. Service charges are applicable all services furnished to the subscriber as herein provided. The charges are intended as a means of recovering a portion of the costs of the operations required due to subscriber's requests.
- b. Service charges are not applicable for:
  - (1) Work functions which do not result form a subscriber's request.
  - (2) Normal maintenance and repair of the Company's equipment and service.
  - (3) An upgrade or downgrade of exchange service.
  - (4) Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company initiative of obsoleted equipment or services, etc.
  - (5) Record orders issued for correction purposes.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.1. General (Cont'd)

- b. (Cont'd)
  - (6) Change or correction name or billing address when there is no change in responsibility and no connection, disconnection, move or change in the service.
  - (7) Change in telephone number of change or correction of directory listings made at the Company's initiative or at the subscriber's request when the change is required for continuation of satisfactory service or would aid in the identification of the subscriber's number.
  - (8) Custom Calling features subscribed to at the time of original installation of telephone service.
- c. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service. Termination charges apply only as specified in Section 4.6.
- d. Charges specified in this section do not apply to services or equipment filed in Sections 14, 15 and 16 of this Product Guide or to Section 16. These services include WATS access lines and access line extensions, and all interexchange private line services and equipment. Nonrecurring charges (if any) for these services are given along with the Product Guide provisions in those sections.
- e. Changes in the locations of existing stations or terminations to points outside the subscriber's premises are considered new installations at the new location.
- f. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- g. The combination of charges applicable for a move or change or equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified in 4.5.2.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.1. General (Cont'd)

- h. Service charges do not apply for the reestablishment of service 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 for a temporary period, for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous situation.
- i. When all required service facilities are already in-place, a service charge does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of Part 68 of FCC Rules and Regulations. If additional facilities are required or requested, the appropriate service charge(s) will apply.
- j. Incorporated in this section is the assumption that the subscriber will allow the Company to complete requested operations in a manner determined by the Company to be reasonable and efficient. When the subscriber insists, after thorough explanation by the Company of the additional charges which would be applicable, that the Company carry out additional 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 premise visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the subscriber will be charged for at the levels specified in Section 4.3. Other activity necessary by requests of the subscriber such as work during other than normal business hours will be charged for at levels not to exceed differential costs of labor and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.1. General (Cont'd)

- k. Residential applicants or subscribers may elect, if service charges (moves, changes, etc.) exceed \$15.00, to pay in three equal monthly payments over the first three billing periods after service work is completed.
- l. If the customer is known to be a credit risk to the Company, payment of service charges may be required before the work is begun. See Section 2.4.1.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.2. Service Order Charge

- a. A service order charge is applicable in addition to the appropriate premises visit, central office work.
- b. Only one service order is applicable for all requests other than FX for the same subscriber made at one time for service at one premises. When the subscriber specifically requests multiple completion dates which would not normally be scheduled by the Company or when the requests require work on more than one premises of the subscriber, an appropriate service order charge is applicable for each completion date and/or each premises.

Note on FX requests: For requests for establishment of an FX line or trunk, one primary service order charge applies for each exchange (home and/or foreign) of this Company in which service order work is required.

- c. The primary service order charge is applicable for requests for:
  - (1) Initial connection of service.
  - (2) Connection of additional central office lines, trunks, or line segments to an established service.
  - (3) Transfer of service involving a request for a final bill or, if a final bill is not requests, a refusal of the future customer to accept full responsibility for the former customer's account.
- d. The secondary service order charge is applicable for requests for the following connections or additions to an established service:
  - (1)
  - (2) Connection or establishment of additional services, equipment or lines other than central office lines, trunks or line segments.
  - (3) Establishment of an additional, miscellaneous, non-published, non-listed, no-address, or dual-name directory listing.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.2. Service Order Charge (Cont'd)

- d. (Cont'd)
  - (5) Transfer of service from one subscriber to another where there is no lapse in service, no request for a final bill and the new customer accepts full responsibility for the former customer's account.
  - (6) Transfer of facilities from one building (mobile or otherwise) to another building of the same subscriber on the same premises or disconnection and connection of facilities involved in the move of a building and reestablishment of service for the same subscriber on the same premises when there is no interruption of service other than that incident to the work involved.
  - (7) Number change or change of name or address in an established directory listing when the change is not required for continuation of satisfactory service or for correction of the company records.
  - (8) Change from business to residence or residence to business service. The charge for the class of service (business or residence to which the subscriber's service is being converted in applicable.
  - (9) Restoration of service.
- e. The primary charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the primary and secondary service order charge would otherwise be applied, only the primary charge is applicable.

#### 4.2.3 Premise Visit Charge

- a. The premises visit charge is applicable if a premises visit is required to complete any requested work on the subscriber's premises except as provided in b. below.
  - (1) Removal of equipment or service
  - (2) Number change on a local central office line or trunk except as provided in 4.2.1 i.
  - (3) Restoration of service.
  - (4) Return trips to the same premises required due to time, equipment or service limitations of the Company.
  - (5) See 4.2.1 b.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.3 Premises Visit Charge Cont'd)

- c. A premises visit charge applies for visits to each premises required due to the subscriber's request except that additional premises visit charges do not apply for visits to more than one premises of the same subscriber made due to requests made at one time if additional vehicular travel beyond the first premises is not required.
- d. A premises visit charge applies for each return visit to the subscriber's premises which is required due to requests of or limitations imposed by the subscriber. (See Section 4.2.1 j.)

#### 4.2.4 Central Office Work Charge

- a. The central office work charge is applicable for work in the central office required in:
  - (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines, and local tie lines.
  - (2) Number change on a local exchange central office line or trunk.
  - (3) Restoration of service.
- b. One central office work charge applies for each central office line connected or restored and for a change in telephone number of each central office line or trunk.
- c. The central office work charge applies as specified below for work required in the central office on local private lines, local tie lines, local off-premises extension lines, Foreign Central Office and FX lines and trunks.
  - (1) For the establishment of a local private line, local tie line or local off-premises extension line one central office work charge is applicable per line segment for each serving central office in which a connection of that segment is required.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

SERVICE CHARGES

4.2 APPLICATION (Cont'd)

4.2.4 Central Office Work Charge (Cont'd)

c. (Cont'd)

- (2) For the connection of additional line segment(s) to an existing primary station line or trunk or to an existing local private line, local tie line or local OPX line, one central office work charge is applicable per line segment for work in each serving central office in which a connection of that segment is required.
- (3) For the restoration of a line segment after suspension one central office work charge applies for each serving central office in which a connection is required.
- (4) For the connection of a foreign exchange or foreign central office line or trunk one central office work charge applies for each exchange or central office area (home and/or foreign) of this Company in which central office work is required. For restoration or number change of FX or Foreign Central Office lines or trunks, a central office work charge applies only for the exchange or central office area from which the foreign exchange service is furnished. Charges, if any, applicable to central office work in exchanges(s) of other companies are those applicable for that company.

d. The central office work charge does not apply for:

- (1) Connection, reconnection, or restoration of circuits which do not require central office work.
- (2) Establishment of a non-published or non-listed telephone number when the existing telephone number is not changed.
- (3) Transfer of service when there is no lapse in service.
- (4) Work required in intermediate central offices through which interoffice trunks may be routed in order to connect serving central offices.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.2 APPLICATION (Cont'd)

#### 4.2.5 Standard Network Interface Charge

The charge that applies when installing a Standard Network Interface Device (NID) at the customer's request. The NID will be installed at a location determined by the Company which is accessible to the customer and consistent with FCC Registration regulations.



**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 4  
3rd REVISED PAGE 12**

**EFFECTIVE: JANUARY 26, 2020**

**SERVICE CHARGES**

**4.3 SCHEDULE OF CHARGES**

	<u>Business</u>	<u>Residence</u>
4.3.1 Service Order		
a. Primary, each	\$35.00 (I)	\$35.00 (I)
b. Secondary, each	24.00 (I)	20.00 (I)
4.3.2 Central Office		
a. Primary, each	35.00 (I)	29.00 (I)
b. Secondary, each	11.80	7.77
4.3.3. Premise Visit, each	20.00 (I)	16.00 (I)
4.3.4 Standard Network Interface, each	40.78	17.48

**4.4 INSTALLATION CHARGES**

- a. Installation charges for auxiliary services are identified and presented throughout this Product Guide if applicable as a part of the offering of individual service features.
- b. These charges apply in addition to the charges listed in 4.3.1 through 4.3.4 above, as appropriate.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

## SERVICE CHARGES

### 4.5 MISCELLANEOUS CHARGES

#### 4.5.1 Changes in Telephone Number

- a. For requests for changes in telephone number of central office lines or trunks, one secondary service order charge plus, for each number changed, a secondary central office work charge will apply.
- b. For 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 plus \$1.94 per number changed. See Section 10 for Service Charges on remote software program changes.
- 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.

#### 4.5.2 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
4th REVISED PAGE 14

EFFECTIVE: JANUARY 26, 2020

SERVICE CHARGES

4.5 MISCELLANEOUS CHARGES (Cont'd)

4.5.3 Restoration of Service (Reconnect)

- a. In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of:
  - (1) all charges due or, at the discretion of the Company, a substantial portion thereof and
  - (2) the restoration of service charge of \$39.00 for Business and \$30.00 for Residence customers. (l)
- b. When at the request of the customer, service is temporarily suspended, the vacation service charge of \$39.00 for Business and \$30.00 for Residence customers will apply for the subsequent restoral of that service. (l)
- c. 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 and central office work charge(s) as specified in 4.1 through 4.3 will apply.

4.5.4 Rearrangement of Drop Wire, Outside Circuit and/or Protector

- a. For the rearrangement of a drop wire, outside circuit and/or protector initiated by the action of the subscriber, a secondary service order charge and a premises visit charge as specified in Section 4.3 will be applicable plus a charge for rearrangement of \$4.86 per arrangement.
- b. Charges for rearrangements are not applicable if the rearrangement, move or change is required for the continuation of satisfactory service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 4  
ORIGINAL PAGE 15

EFFECTIVE: NOVEMBER 18, 2014

**SERVICE CHARGES**

**4.6 RETURNED CHECK CHARGE**

- 4.6.1** A charge of \$25.00 will apply for returned payments for residential and business customers.  
Return Payment Charge applies to any payments which are unable to be processed and includes, but is not limited to: insufficient funds; unable to locate account; account closed; balance held; drawn against uncollected funds; account garnished payment stopped; no funds; account frozen; or post no debits.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
2<sup>nd</sup> REVISED CONTENTS PAGE 1

EFFECTIVE: JANUARY 10, 2023

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**CONTENTS**

	<u>Page No.</u>	
<b>5.1    <u>CONSTRUCTION CHARGES</u></b>		
5.1.1      General	1	
5.1.2      Construction in Residential Developments	2	
<b>5.2    <u>SPECIAL SERVICE ARRANGEMENTS</u></b>	4	
5.2.1      Charges Applicable for Facility Extension	5	(N)
5.2.2      United Oil Marketers	6	
5.2.3      Andrews Fire Department	6	
5.2.4      Duke Power Company	6	
5.2.5      Edwards Equipment Company	7	
5.2.6      (Deleted)	7	
5.2.7      Hot Springs Health Program (Mars Hill, N.C.)	8	
5.2.8      (Deleted)	8	
5.2.9      Smoky Mountain Center (Dillsboro, N.C.)	9	
5.2.10     (Deleted)	10	
5.2.11     (Deleted)	11	
5.2.12     North Carolina State Government	12	
5.2.13     C. J. Harris Hospital	15	
5.2.14     Drexel Heritage Furniture	15	
5.2.15     Champion Products	15	
<b>5.3    <u>CONTRACT SERVICE ARRANGEMENTS</u></b>	17	
<b>5.4    <u>RELOCATION OF UTILITY FACILITIES</u></b>	17	

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.1 CONSTRUCTION CHARGES**

**5.1.1 GENERAL**

- a. Where new construction is required to serve applicants located outside the base rate area but not on the route of an existing line and the cost of the necessary facilities is such as to render inadequate the charges specified in this Product Guide, or the facilities to be constructed are not so located as to be readily reused in serving customers in general, special charges, based on the facts in each case and designed to protect the general body of ratepayers, may be imposed. These special charges may be construction charges, payable in a lump sum or at specified times, but in no case to exceed a five-year period; or the special charges may be revenue guarantees, term contracts, contribution of labor or material, or any reasonable combination thereof.
- b. In applying the foregoing provisions the North Carolina Utilities Commission, if required, shall be advised of the special conditions, in writing, on or before the effective date, if required. This report shall include a limited description of the work to be done along with the estimated cost thereof, the local exchange revenue to be received, the conditions imposed, and other pertinent information.
- c. Where extension of outside plant facilities is required, applicants for service outside the base rate area may be required to secure and clear any necessary right-of-way or pay the cost thereof to the company.
- d. Where it is desired that existing facilities be moved or changed (not station equipment) where feasible, the person requesting the move or change may be required to bear the cost thereof.
- e. Where it is desired that new aerial service facilities be provided when the Company's normal construction is buried or vice-versa, the person requesting the alternate facilities may be required to bear the difference in cost thereof.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.1 CONSTRUCTION CHARGES (Cont'd)**

**5.1.2 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS**

- a. The property owner (developer) shall provide at no cost to the Company the necessary right-of-way for the underground distribution, make the strip into which the underground facilities are to be located accessible to the Company's equipment, remove all obstructions from the strip, grade the strip to within four inches of the final grade, and provide continuing access to the Company for operation, maintenance or replacement of the underground facilities. Shrubs, trees, and grass requiring protection from the Company's equipment during installation and maintenance of underground facilities will be the responsibility of the property owner who will also add fill dirt and re-seed the trench cover where required.
- b. The Company will provide the necessary excavating, trenching, and backfilling and install the telephone conductors and related facilities in accordance with the terms of these guidelines and contract agreement.
- c. Should streets, curbs, sidewalks, or other obstructions be installed prior to the installation of underground telephone facilities, resulting in the additional expenses to the Company, payment for these additional expenses will be made to the Company by the property owner.
- d. When the developer of a new residential development applies for construction of facilities (aerial or buried), and in the Company's opinion it is indicated that 90% of the lots will not utilize telephone service within a ten (10) year period, a contract will be executed between the Company and subscriber setting forth a contribution to construction and other terms of providing such service. The contribution to construction, required from a residential developer on an annual basis as follows:

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 5.1 CONSTRUCTION CHARGES (Cont'd)

##### 5.1.2 Construction in Residential Developments (Cont'd)

d. (Cont'd)

- (1) The total estimated cost of providing service will be divided by the number of services proposed by the developer in the residential development to determine the amount allocated to each service. This amount is then multiplied by the number of permanent service. This amount is then multiplied by the number of permanent service connections installed during the year to determine the annual amount of refund to the developer. Only one refund will be made per initial service connection.

Example: Estimated Cost of Construction	\$17,000.00
Number of Proposed Services	100
<u>\$17,000.00 Construction Cost</u>	
100 Services	= \$170.00 per service
	connected during year

- (2) Should at least 90% of the proposed services be served within a ten (10) year period from the date of contract, the remaining amount of the contribution to construction will be refunded. No refund will be made after the ten (10) year period regardless of percent of services served. The total amount of refunds during the ten (10) year period will not exceed the original amount of the contribution to construction.
- (3) When additional underground feeder cable pairs are required for a future extension in the residential development, the contribution to construction applicable to the additional expenditure required for future extensions will be deducted from the amount refundable in the first section to be developed and the cost thereof will be apportioned to, and refunded, as service connections are made in the sections that the feeder cable pairs are designed to serve.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS**

Where practicable, special equipment and arrangements, not otherwise provide for in this Product Guide, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consist of the following items to the extent they are applicable.

- (1) Cost of maintenance.
- (2) Cost of operation.
- (3) Depreciation on the estimated cost installed of the facilities utilized, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (4) Administration and taxes on the basis of reasonable average charges for these items.
- (5) Any other specific items of expense associated with the particular situation.
- (6) A reasonable amount, computed on the estimated cost installed of the facilities utilized, for return and contingencies.

Estimated cost installed as mentioned in (3) and (6) above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other investment items.

Initial service periods exceeding one month may be necessary for facilities and equipment provided under a special service arrangement.

The rates, charges and contract terms for the following items have been established as specified above to meet the particular requirements of certain subscribers at the locations indicated.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
1<sup>st</sup> REVISED PAGE 5

EFFECTIVE: JANUARY 10, 2023

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS - (Cont'd)**

**5.2.1 Charges Applicable for Facility Extension**

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

(N)  
|  
(N)

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 5  
ORIGINAL PAGE 6**

**EFFECTIVE: NOVEMBER 18, 2014**

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.2 United Oil Marketers**

Public Telephone Access Service (PTAS) may be provided by the United Oil Marketers for the use of the general public. A monthly rate of \$60.00 will be added to 60% of the Business Individual Access Line rate as provided in Section 3 of this Product Guide.

All other rates and regulations as specified for PTAS in Section 7.3.

The flat rate will become obsolete and will be discontinued at the time that measure local service is provided in the exchange serving the customer. Upon provision of measuring capability, United Oil Marketers service will be converted to a usage pricing service at no additional cost.

	<u>Monthly Rate</u>	<u>Equipment Work Charge</u>
<b>5.2.3 Andrews Fire Department</b>		
(1) Equipment required to meet calling requirements of volunteer firemen.	\$ 20.77	\$ 36.41

**5.2.4 Duke Power Company, Marion, N.C.**

- (1) Entrance facilities from customer-provided private microwave tower off County Road 1794 to Duke Power Company Retail Office at 205 South Main Street, Marion.

	<u>Monthly Rate</u>	<u>Equipment Work Charge</u>	<u>Basic Termination Agreement</u>
(a) Voice type, each circuit	\$ 78.69*	\$182.04	\$ 713.60 (60 Month)
(b) Data type, each circuit	27.56*	160.20	233.01 (60 Month)

\* In addition to the appropriate private line charges.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.5 Edwards Equipment Company**

Public Telephone Access Service (PTAS) may be provided by the Edwards Equipment Company for the use of the general public. A monthly rate of \$48.70 for Nebo Truck Stop and \$52.70 for Sugar Hill Truck Stop will be added to 60% of the Business Individual Access Line rate as provided in Section 3 of this Product Guide.

All other rates and regulations as specified for PTAS in Section 7.3 will apply.

The flat rate will become obsolete and will be discontinued at the time that measure local service is provided in the exchange serving the customer. Upon provision of measuring capability, Edwards Equipment Company service will be converted to a usage pricing service at no additional cost.

**5.2.6 (Deleted)**

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2     SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.7     Hot Springs Health Program (Mars Hill, N.C.)**

- a.     Frontier will provide and maintain an intraexchange, intraLATA 4-wire Data Circuit Termination Package between Mars Hill Medical Center on Carl Eller Rd. and Mars Hill Medical Center on 1 Chestnut Street. The 4-wire Data Circuit will allow data to be transmitted between the above locations for the purpose of processing and billing insurance forms.
- b.     A rate of \$58.00 per month will apply for the Data Circuit Termination Package in addition to Private Line Service charges provided in Section 20.1.2 of this Product Guide.

The initial contract period is 36 months. A termination liability will be applied upon termination of the contract prior to the initial contract period or if the customer requests the Any to move this service to an address other than stated above. The termination liability will be calculated at the rate of \$58.00 per month multiplied by the number of months left in the initial contract period.

**5.2.8     (Deleted)**

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.9 Smoky Mountain Center (Dillsboro, North Carolina)**

a. General

The following rates and charges will provide an intra-exchange 56 kbps Digital Data Circuit between the customer's Sylva location and their inter-office Dillsboro location. After approval of the general service offering for 56 Kbps service, this customer may elect to convert to the general offering at no additional nonrecurring or service charges.

b. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
56 kbps Digital Data Service	\$218.00	\$426.00

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)

5.2.10 (Deleted)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)

5.2.11 (Deleted)



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
1<sup>st</sup> REVISED PAGE 12

EFFECTIVE: June 12, 2022

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)

S5.2.12 North Carolina State Government

- a. This Special Service Arrangement provides a dedicated intrastate intraLATA switched broadband network using Asynchronous Transfer Mode (ATM) <sup>1</sup> switches and Synchronous Optical Network (SONET) technology to provide service such as video, imaging and switched data. This Special Service Arrangement is restricted to the use of North Carolina State Government and any authorized user, as defined pursuant to state law, of North Carolina State Government's telecommunications services. The use of this broadcast network for the resale of local exchange services or intraLATA toll services or for any other activity that would cause the state to be deemed a common carrier under state or Federal Law is prohibited.

(C)

This offering is structured using a network access rate for each User Network Interface (UNI) or Network Node Interface (NNI), which provides for the loop facility and associated switch termination. The network access rate is distance insensitive and has been developed based on the costs to serve the specific locations on the state network.

InterLATA facilities interconnecting the switches in each LATA will be provided by the customer. The appropriate network access rate will apply to interconnections to interLATA facilities.

This Special Service Arrangement is subject to and controlled by the general provisions of this Product Guide.

- b. The broadband services covered by this Special Service Arrangement require the use of a compatible ATM service multiplexer or other compatible customer premises equipment at each end user location. For example:
- A service multiplexer that provides one DS1 interface using a Switched Multimegabit Data Service (SMDS) protocol for Local Area Network (LAN) interconnection and one DS3 interface for video services;
  - A service multiplexer that provides one DS1 interface using the SMDS protocol, one DS3 interface for video services, and one OC-3c interface.

Compatible customer premises equipment must be provided by the customer.

<sup>1</sup> Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 5  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

## CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)

## S5.2.12 North Carolina State Government (Cont'd)

- c. The customer agrees to subscribe to and the company agrees to provide any additional services desired by the customer in connection with these broadband services. The customer agrees to be responsible for all rates, charges and conditions for such services.
- d. If a broadband general offering is approved prior to the termination of this agreement, the customer will have the option of accepting those general rates for a period no shorter than the remaining contractual period under this special assembly.
- e. If the customer cancels this Agreement after the completion of installation, but prior to the expiration of the minimum service period, the customer shall be responsible for all termination charges. Termination charges will be determined by taking the sum of "Network Access" charges due as follows:
  - Network Access: Multiply the monthly rate by the months remaining on the Agreement by ninety (90) percent of the highest attained number of working locations (determined as of December of each year).

Notwithstanding the foregoing, such termination charges shall not exceed the actual costs incurred by the Company to provide the services set forth in this Agreement.

- f. A minimum of 54 locations must be installed by the customer during the term of this agreement. The Company agrees to accommodate all installation requests up to 220 locations during this same period.
- g. Rates are defined for ten years and a minimum service period of ten years is required. The service period shall begin in the second quarter of 1994 and end December 31, 2004. Rates are subject to renegotiation during the second quarter of 1996 and every two years thereafter.
- i. Network Access

	<u>Monthly Rate</u>
(1) Per user network interface (UNI) - OC3c	\$1,100.00
(2) Per network node interface (NNI) - OC3c <sup>1</sup>	1,500.00

Note 1: The Network Access rate for the NNI's applies to locations up to fifteen airline miles from the Company ATM switch. Additional mileage charges for locations more than fifteen miles away will be developed if required.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 14

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**S5.2.12 North Carolina State Government (Cont'd)**

j. Network Usage

Frontier's Network Usage Gigacell Rate as specified in Section S5.3.31.k of the Product Guide No. 1 will apply for usage generated within the Frontier service area. This usage will be recorded by Southern Bell Telephone and Telegraph Company's switches.

Total monthly network usage generated within the Frontier service area will be included with Frontier's Product Guide No. 1 other total monthly network usage for the purpose of determining the appropriate rate per gigacell for the month.

k. Annual Minimum Gigacell Usage

Frontier's Annual Minimum Gigacell Usage accumulation method as specified in Section S5.3.31.l. of the Frontier Product Guide No. 1 will apply to usage generated within the Frontier service area. Usage originated through all Frontier service area UNI and NNI network access facilities will be added to Frontier's other total usage for the period for determining whether the annual minimum usage requirement in gigacells has been met.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 15

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2 SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.13 C. J. Harris Hospital  
Sylva, North Carolina**

a. General

For the purpose of this Special Service Arrangement Frontier concurs in Southern Bell Telephone and Telegraph Company's North Carolina AccuPulse® General Subscriber Service Tariff as more fully described in Section A29.6.

C. J. Harris Hospital, served via the Sylva Wire Center, has requested Accupulse® service from Southern Bell's Waynesville serving wire center.

**5.2.14 Drexel Heritage Furniture  
Cherokee, North Carolina**

a. General

For the purpose of this Special Service Arrangement Frontier concurs in Southern Bell Telephone and Telegraph Company's North Carolina AccuPulse® General Subscriber Service Tariff as more fully described in Section A29.6.

**5.2.15 Champion Products  
Weaverville, North Carolina**

a. General

For the purpose of this Special Service Arrangement Frontier concurs in Southern Bell Telephone and Telegraph Company's North Carolina AccuPulse® General Subscriber Service Tariff as more fully described in Section A29.6.

Champion Products served via the Weaverville wire center, has requested AccuPulse® Service from Southern Bell.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
ORIGINAL PAGE 16

EFFECTIVE: NOVEMBER 18, 2014

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.2      SPECIAL SERVICE ARRANGEMENTS (Cont'd)**

**5.2.16      Cashiers Hospital  
                 Highlands, North Carolina**

a.      General

For the purpose of this Special Service Arrangement Frontier concurs in Southern Bell Telephone and Telegraph Company's North Carolina AccuPulse® General Subscriber Service Tariff as more fully described in Section A29.6.

**5.2.17      McDowell Hospital  
                 Marion, North Carolina**

a.      General

For the purpose of this Special Service Arrangement Frontier concurs in Southern Bell Telephone and Telegraph Company's North Carolina AccuPulse® General Subscriber Service Tariff as more fully described in Section A29.6.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 5  
1st REVISED PAGE 17

EFFECTIVE: FEBRUARY 15, 2019

**CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**5.3 Contract Service Arrangements**

**5.3.1 General**

- a. When economically practicable, customer specific contract service arrangements may be furnished in lieu of existing Product Guide and/or tariff offerings provided there is reasonable potential for uneconomic bypass of the Company's services. Uneconomic bypass occurs when an alternative service arrangement is utilized, in lieu of Company services, at prices below the Company's rates but above the Company's costs.
- b. Rates, Charges, Terms and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis, and will include all relevant costs, plus an appropriate level of contribution. Due to the competitive nature of some contracts and their services, the rates, charges and contract periods may be considered proprietary and may not be published in Section 5.3 following.
- c. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Product Guide.

**5.4 Relocation of Utility Facilities**

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

(N)

(N)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## DIRECTORY LISTINGS

### CONTENTS

	<u>Page No.</u>
6.1 <u>REGULATIONS APPLICABLE TO DIRECTORY LISTINGS/ ADDITIONAL DIRECTORIES</u> .....	1
6.2 <u>BUSINESS LISTINGS</u> .....	2
6.3 <u>RESIDENCE LISTINGS</u> .....	3
6.4 <u>NON-PUBLISHED NUMBER SERVICE</u> .....	5
6.5 <u>NON-LISTED NUMBER SERVICE</u> .....	7
6.6 <u>ADDITIONAL LISTING CHARGES</u> .....	7
6.7 <u>MISCELLANEOUS LISTINGS</u> .....	8
6.7.1 Reference Listings .....	8
6.7.2 Foreign Listings .....	8
6.7.3 Extra Lines of Information .....	8
6.7.4 Indented Listings .....	9
6.7.5 Caption Listings .....	9
6.7.6 Additional Listings for Names Spelled More Than One Way .....	9
6.7.7 Alternate (Directive) Listings .....	10

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## DIRECTORY LISTINGS

### 6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS/ADDITIONAL DIRECTORIES

- a. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service.
- b. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangements. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party of controversies between subscribers as a result of the publication of such listings in its directories.
- c. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.
- d. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.
- e. Except as hereinafter provided, only one listing is furnished without extra charge for each telephone station, PTAS or COPT Coin Line Service, joint user service, PBX system; where a number of stations are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of access lines or PBX trunks associated with that service.
- f. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group, but at the subscriber's request, they may bear any one of the rotary numbers.
- g. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber, except when in the judgment of the Company, names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designations is not permitted.
- h. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge.
- i. In connection with Farmer's Exchange service stations, each patron connected to the service station switchboard may, if desired, arrange for one listing in the alphabetical section of the directory without additional charge.
- j. Clients of a Sharing or Resale of Telephone Services provider may be provided listings in the alphabetical section of the directory as specified in Section 23 of this Product Guide. All regulations for directory listings specified herein apply to clients of a Sharing or Resale of Telephone Services provider.
- k. For regulation applicable to Additional Directories, See Section 2, Page 12, 2.3.9d.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

## DIRECTORY LISTINGS

### 6.2 BUSINESS LISTINGS

- a. Generally, business listings consist of a name, a designation descriptive of the subscriber's business, if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners, or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation where the subscriber or joint user is a corporation, and for any business establishment, the names of associates or employees of the subscriber or joint user. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber or joint user owns or controls, or is duly authorized to, and actually does represent. Listings other than those indicated above are furnished subject to the rates and regulations specified in Section 3 for "Joint User Service".
- b. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX or telephone station service when the address may be shown as the premises where the outside station is located.

#### 6.2.1 Business Designations

- a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of the firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

Examples of listings not permitted:

Smith, J.G., Mgr. Lewis Grocery Co. 14 St. Patrick Ave. 645,3021

Lewis Grocery Co., Smith, J.G., Mgr. 14 St. Patrick Ave. 645-7640

- b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designation of titles. Also, the title "Mrs." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

#### 6.2.2 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to a commodity or service, or which in its judgement are otherwise objectionable or unnecessary for identification purposes.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 6  
ORIGINAL PAGE 3**

**EFFECTIVE: NOVEMBER 18, 2014**

**DIRECTORY LISTINGS**

**6.3 RESIDENCE LISTINGS**

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

**6.3.1 Special Residence Designations**

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for the purpose of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

**6.3.2 Dual-Name Listings**

- a. Dual-name listings are defined as a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- b. The following examples illustrates the format options for dual-name listings:

**(1) Primary Listing**

Jones, John & Mary	123 Main Street	123-4567
or		
Jones, Mary & John	123 Main Street	123-4567
Jones, John T. & Mary F.	123 Main Street	123-4567
or		
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, Mary F. (Mrs. John T.)	123 Main Street	123-4567
or		
Jones, John T. (Tex)	123 Main Street	123-4567

**(2) Primary with Additional Listing**

Jones, John & Mary	123 Main Street	123-4567
Jones, Mary & John	123 Main Street	123-4567
Jones, John T.	123 Main Street	123-4567
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, John T. (Tex)	123 Main Street	123-4567
Jones, Tex (John T.)	123 Main Street	123-4567

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

## DIRECTORY LISTINGS

### 6.3 RESIDENCE LISTINGS (Cont'd)

#### 6.3.2 Dual-Name Listings (Cont'd)

- c. Dual-name listings are available only for residence subscribers.
- d. Dual-name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- f. The secondary service order charge applies for:
  - (1) Changing a primary single-name listing to a primary dual-name directory listing,
  - (2) Changing the primary or additional dual-name directory listing once established.
- g. No recurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
2<sup>nd</sup> REVISED PAGE 5

EFFECTIVE: JANUARY 3, 2023

## DIRECTORY LISTINGS

### 6.4 NON-PUBLISHED NUMBER SERVICE

#### 6.4.1 Non-published Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the company's information records. Such requests may be fulfilled through the assignment of a non-published telephone number subject to the regulations outlined below.

Incoming calls to non-published telephone numbers 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. The acceptance by the Company of the subscriber's request to furnish non-published number service does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of non-published telephone number or the disclosing of said number to any person.

Subscribers with non-published telephone numbers give up their right to anonymity when they dial the 9-1-1 emergency service number, as the telephone number and address information may appear on a viewing screen at the Public Safety Answering Point (PSAP) or otherwise be confirmed by the Emergency Service Agency (ESA). Subscribers dialing 9-1-1 are consenting to such transfer of information to the ESA. The information is provided solely for the purpose of responding to 9-1-1 emergency calls.

#### 6.4.2 Rates and Charges

A rate per month applies for each non-published telephone number with the exception of those services listed in Section 6.4.3 of this Product Guide.

	Monthly Rate		(l)
	<u>Residential</u>	<u>Business</u>	
Non-Published Number Service	\$7.00	\$7.00	

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

DIRECTORY LISTINGS

6.4 NON-PUBLISHED NUMBER SERVICE (Cont'd)

6.4.3 Exceptions

- a. Non-published service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services as outlined in the rules and regulations, Section 2, of this Product Guide.
- b. The rates for non-published and non-listed number service as specified in this Product Guide do not apply to the following exceptions:

(1) Customer with a Published Number

If a customer has a published number and any additional local exchange service lines with any combination of non-published and non-listed number service at the same address with the same class of service, the monthly recurring rates for the non-published and the non-listed number service(s) will not apply.

(2) Customer with Non-Published and/or Non-Listed Number Service

If a customer has non-published and non-listed number service(s) in any combination provisioned for one or more local exchange service lines, only one monthly recurring charge will apply for all of the customer's non-published and non-listed number service(s) for the customer's local exchange service lines at the same address with the same class of service. If the customer has both non-published and non-listed number service(s) provisioned for one or more local exchange service lines at the same address with the same class of service, the non-listed number service rate will be the only monthly recurring charge that will apply for the non-published and non-listed services associated with the line(s).

- (3) Initial listing for Public Telephone Access Service and Customer-Owned Pay Telephone Coin Line Service
- (4) Inward Wide Area Telephone Service
- (5) Foreign Exchange Service
- (6) Temporary Service (non-published/non-listed number service provided at no charge for a period not more than 30 days)
- (7) Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.
- (8) Local exchange service for customers living in a hotel, hospital, retirement complex, apartment house, boarding house, or club provided the customer is listed under the telephone number listed for the establishment.
- (9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (non-published/non-listed number service provided at no charge for a period not more than 30 days).

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 6  
11<sup>th</sup> REVISED PAGE 7**

**EFFECTIVE: March 1, 2025**

**DIRECTORY LISTINGS**

**6.5 NON-LISTED NUMBER SERVICE**

**6.5.1 Rates and Charges**

A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in Directory Assistance records and is given out upon request. A charge per month is made for each non-listed line with the exception of those services listed in Section 6.4.3.b preceding.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory 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-listed telephone number. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed telephone number.

Upon request, the Company will provide billing name and address information associated with a non-listed telephone number to interexchange carriers or certain other providers of telecommunications services, unless the customer requests that the Company restrict this information from being released.

Subscribers with non-listed telephone numbers give up their right to anonymity when they dial the 9-1-1 emergency service number, as the telephone number and address information may appear on a viewing screen at the Public Safety Answering Point (PSAP) or otherwise be confirmed by the Emergency Service agency (ESA). Subscribers dialing 9-1-1 are consenting to such transfer of information to the ESA. The information is provided solely for the purpose of responding to 9-1-1 emergency calls.

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Non-Listed Number Service	\$6.50	\$6.50

**6.5.2 Exceptions**

The monthly rate for non-listed number service applies with the exception of those services listed in Section 6.4.3.b of this Product Guide.

**6.6 ADDITIONAL LISTING CHARGES**

Additional name listings in excess of those permitted without extra charge are furnished per month.

Additional line matter and directional calling information, where permitted, per line, per month.

The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

Listing charges are automatically discontinued upon termination of the telephone service, with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings other than the subscriber may be discontinued upon request of the subscriber in case the listed party becomes a subscriber to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Additional Listing	\$6.00	\$34.00

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
10<sup>th</sup> REVISED PAGE 8

EFFECTIVE: March 1, 2025

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS

6.7.1 Reference Listings

Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue to use of the old name and in other cases when in the judgment of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing.

Long Lumber Co..... See South Lumber Co.

6.7.2 Foreign Listings

Listings in the alphabetical section of the directory of an exchange other than the local exchange may be furnished to anyone listed at the local exchange per month. An example of a chargeable foreign listing is as follows:

Listing of a Benson subscriber in the Dunn directory:  
Smith, J.H., Benson, N.C., Call Long Distance

When a subscriber is located in an exchange border area and requests a foreign listing for better identification in order to facilitate the completion of calls, such a listing will be provided without charge in this company's directories or a connecting company's directory. This type listing is limited to those instances where a subscriber resides in one exchange and his mailing address is a second exchange. There shall be no charge made by one company to another for this service.

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Foreign Listing	\$6.00	\$11.50

6.7.3 Extra Lines of Information

Descriptive text that does not have a telephone number.

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Extra Lines of Information	\$6.00	\$34.00 (I)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS

6.7.4 Indented Listings

Indented listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

Example:

Jones, A.B. atty. 179 St. Patrick Ave. ....	213-4567
Residence 122 Church .....	213-1345
 Jones, A.B. coal 179 St. Patrick Ave. ....	 213-4879
Branch 83 So. Water .....	213-2116
Stables 81 So. Water.....	213-2817
 Jones, A.B. grover 179 St. Patrick Ave.....	 213-4631
Same 179 St. Patrick Ave.....	213-2621

6.7.5 Caption Listings

Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the captions will facilitate the use of the service.

The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business or titles of officials. For example:

Consumer's Gas Company	
General Offices 16 Nash .....	523-5011
Branch Office 221 Tarboro .....	876-2651
Storeroom 18 W. Tarboro .....	972-9233
Genl. Manager res. 52 Broad .....	874-5124

Listings that are variations of the same general line of business, or which in the judgment of the Company appear to advertise the extent of the subscriber's business, are not permitted in listings to be indented under captions.

6.7.6 Additional Listings for Names Spelled More Than One Way

Subscribers whose names may commonly be spelled in more than one way, may arrange for additional listings of their names as alternately spelled at the regular rate for an additional listing.

For Example:

MacDonald A B 291 White.....	872-2377
and listed under "McDonald"	
McDonald A B 291 White.....	872-2377

Listings of alternate spelling are now allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 6  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

## DIRECTORY LISTINGS

### 6.7 MISCELLANEOUS LISTINGS (Cont'd)

#### 6.7.7 Alternate (Directive) Listings

Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

##### a. Nights, Sundays and Holidays

- (1) This type of alternate listings refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is the regular rate for an additional listing.
- (2) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.

Example:

James, A.D. coal 179 St. Patrick Ave .....	213-5126
Night Calls .....	213-7931

##### b. If no answer dial

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at the regular rate for an additional listing and appears in the directory as follows:

Jones, A.B. atty. 179 St. Patrick Ave. ....	213-4567
If no answer dial.....	213-1345

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

CONTENTS

	<u>Page No.</u>
7.1 RESERVED FOR FUTURE USE	
7.2 RESERVED FOR FUTURE USE	
7.3 <b><u>PUBLIC TELEPHONE ACCESS SERVICE (PTAS)</u></b> .....	3
7.3.1 General .....	3
7.3.2 Responsibility of the Subscriber .....	3.1
7.3.3 Violations of Regulations .....	6
7.3.4 Optional Service Features .....	6
7.3.5 Rates and Charges .....	8
7.3.6 Charges to PTAS End-User .....	9
7.3.7 Customer-Owned Pay Telephones in Confinement Facilities .....	10
7.4 <b><u>CUSTOMER-OWNED PAY TELEPHONE (COPT) COIN LINE SERVICE</u></b> .....	11

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

7.1 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

7.2 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE (PTAS)

#### 7.3.1 General

- a. Public Telephone Access Service (PTAS) for customer-provided pay telephone s is an exchange service line directly connected to the public network and provided at the request of a subscriber for telecommunications use by the general public at locations directly accessible to the general public. Extensions of the PTAS lines are not permitted.
- b. This service is provided on a usage pricing basis where facilities exist. Where facilities are not available the service will be provided on a message rate basis. The message rate service will be converted to usage rate service as it becomes available, at no cost to the subscriber.
- c. PTAS is provided for use with both customer-provided non coin-operated pay telephones and customer-provided coin-operated pay telephones, as well as customer-provided equipment or processes used for the resale and transmittal of voice or data over the public switched network (such as public facsimile services as defined in Section 1 of this Product Guide).
- d. PTAS is provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over PTAS lines (or other public or semipublic lines). Where PTAS is furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment.
- e. The company will not be responsible for the operation, maintenance, coin refund or coin collection of any PTAS instrument it does not provide nor will company employees offer PTAS instructions for those instruments not provided by the company.
- f. Subscribers to PTAS are subject to the rates, rules and regulations as specified by Business Individual Access Lines in this Product Guide unless otherwise stated in this section.
- g. This service may not be suspended at a reduced rate.
- h. A listing in the white page section of the exchange directory may be provided in connection with PTAS. The PTAS provider, however, may choose to have non-published and/or non-listed telephone numbers for PTAS at no additional charge. Additional listings will be at rates specified in Section 6 of this Product Guide. Although the PTAS provider is entitled to a directory listing without charge, the PTAS client may be listed instead at the rate for an additional listing.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

7.3 PUBLIC TELEPHONE ACCESS SERVICE (PTAS) (Cont'd)

7.3.1 **General** (Cont'd)

- j. Notwithstanding any provisions herein to the contrary, and subject to all other applicable provisions of this Product Guide, and including but not limited to restrictions on the charges that may be made, the following provisions shall apply to all Public Telephones or Stations located in the detention areas of local, state, or federal confinement facilities:
  - 1. Such telephones:
    - a. May be arranged for outward-only calling, if specifically requested by the administration of the confinement facility;
    - b. May be arranged to terminate calls after 10 minutes of conversation time if specifically requested by the administration of the confinement facility, and the local exchange company and presubscribed interexchange carrier are so notified by the telephone provider;
    - c. Shall be arranged to block 411 calls, but a copy of a current local directory must be available for inmate access;
    - d. Shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct calls, credit card calls, third number calls, 1+ sent-paid calls, 0+ sent-paid calls, 0- sent-paid calls, 0- calls, 800/877/888 calls, 900 calls, 976 calls, 950 calls, 911 calls, and 101XXXX calls. Provided, however, that where the local exchange company or the telephone set can block additional digit dialing after initial call set-up, 1+ long distance and seven digit local dialing may be permitted if specifically requested by the administration of the confinement facility.
    - e. Shall, at the request of the administration of the confinement facility, provide for the cut off of designated PTAS instruments through the use of cut-off keys or switches placed on the provider side of the network interface;

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE (PTAS) (Cont'd)

#### 7.3.1 General (Cont'd)

- i. All PTAS instruments and all voiceless facsimile devices operated for compensation, other than those located in detention areas of local, state or federal confinement facilities and connected through line concentrators as specified in Section 7.3.1.j.1. following, must be connected to the telephone network through PTAS lines furnished by the local exchange telephone company. Except as specified in Section 7.3.1.j.1. connection through other facilities or systems is prohibited.

All PTAS instruments and all voiceless facsimile devices connected to the network through line concentrators as specified in Section 7.3.1.j.1. require the use of PTAS trunks furnished by the local exchange telephone company for connection of the line concentrator to the network.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

### COIN TELEPHONE SERVICE

#### 7.3 PUBLIC TELEPHONE ACCESS SERVICE (PTAS) (Cont'd)

##### 7.3.1 **General** (Cont'd)

j. (Cont'd)

1. Such telephones: (Cont'd)

f. May, with the express written consent of the administration of the confinement facility, terminate PTAS trunks provided by the serving local exchange company for use at the facility in manual or automatic line concentrators; the concentrator may not be arranged or programmed to allow access by more than one PTAS instrument to a single PTAS trunk at any time; prior to connection of the equipment, the provider is obligated to advise the serving local exchange company of its intent to connect a concentrator to the local exchange company's facilities, specifically identify the trunks which will terminate in the concentrator and, upon demand, provide the FCC registration number of the equipment.

2. Unrestricted coin telephones under administrative control may be available outside of a jail cell for supervised use by inmates.

##### 7.3.2 **Responsibility of the Subscriber**

a. The subscriber is responsible for the installation, operation and maintenance of PTAS instruments and other terminal equipment used in connection with this service. Any customer-provided public pay telephone should conform to federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE (Cont'd)

#### 7.3.2 **Responsibility of the Subscriber** (Cont'd)

- b. The subscriber shall be responsible for the payment of a Maintenance of Service charge for each visit by the Telephone Company as specified in Section 15 of this Product Guide where the service difficulty or trouble reports result from the use of equipment or facilities provided by the subscriber
- c. All PTAS instruments and all other terminal equipment must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as the regulatory and certification requirements, if applicable, of the North Carolina Utilities Commission. Subscribers to PTAS may, upon request, be required to provide the telephone company with the FCC registration number of each item of terminal equipment to be connected prior to its connection.
- d. Instruments connected to a PTAS line must be of a type which permits the following characteristics:
  - 1. All PTAS instruments must allow access to the "Operator" and completion of 0- local and long distance calls billed to a credit card, a third number or the called number (collect) at no charge;
  - 2. All PTAS instruments must allow completion of 0+ local and long distance calls billed to a credit card, a third number, or the called number (collect);
  - 3. All PTAS instruments must allow access to 911 Emergency Service where available at no charge;
  - 4. Coin-operated instruments must be equipped to return the coins to the caller in the case of an incomplete call;
  - 5. Coin-operated instruments must be equipped to accept nickels, dimes, and quarters;
  - 6. All new PTAS instruments must allow receipt of incoming calls at no charge; and
  - 7. All PTAS instruments must be capable of completing local and long distance calls; provided, however, that sent-paid international calling capability may be blocked.
- e. The following information is required to be posted at each customer-owned pay telephone installation:

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

**COIN TELEPHONE SERVICE**

**7.3 PUBLIC TELEPHONE ACCESS SERVICE (Cont'd)**

**7.3.2 Responsibility of the Subscriber (Cont'd)**

e. (Continued)

1. The appropriate emergency number (operator, 911);
2. The provision of clear operating instructions, ownership of the instrument and procedures for handling repair, refunds and billing disputes;
3. The telephone number of the PTAS line and the local address;
4. The coin access charge, if any, which will be imposed for completion of a 0+ or 101XXXX-0+ local or toll call, and an 800/877/888 toll call; and
5. The name of the presubscribed IC(s) or, in non-equal access areas, the name of the carrier to which 0+ and 00+ calls will be routed, must be clearly displayed.
6. Whether international calling capability is blocked.

- f. The PTAS subscriber is responsible for abiding by all applicable telephone company Product Guide terms and conditions. Failure to do so is grounds for immediate disconnection of service.
- g. All PTAS instruments and all other terminal equipment must be installed in compliance with the current National Electrical Code and National Electrical Safety Code.
- h. The PTAS subscriber is responsible for payment of all charges from the telephone company and interexchange carriers including charges for all local messages and all toll messages originated from or accepted at the paystation locations.

Note: Local calls placed to the Telecommunications Relay Center (800/877/888 #) from a PTAS instrument will not be charged the coin access charge (\$.25) for the carriage and completion of these 800/877/888 calls.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 7  
ORIGINAL PAGE 9**

**EFFECTIVE: NOVEMBER 18, 2014**

**COIN TELEPHONE SERVICE**

**7.3 PUBLIC TELEPHONE ACCESS SERVICE (Cont'd)**

**7.3.2 Responsibility of the Subscriber (Cont'd)**

- i. The PTAS subscriber must furnish local and long distance directory assistance information at no charge.

Notwithstanding any other provisions of this Product Guide, the PTAS provider may restrict incoming and/or outgoing calls at any specific public telephone in the interest of public safety and welfare under the following conditions:

1. Such restrictions have been requested in writing as to the specific public telephone from the chief local law enforcement officer acting within his apparent jurisdiction stating that the specific restrictions requested are needed in the interest of public safety and welfare. The Company shall keep a copy of such requests from the chief local law enforcement officer on file for inspection, and upon request by the Commission or Public Staff, if required, shall provide copies of the requests for restrictions, if required. The PTAS provider shall retain copies of the requests for restrictions as long as the public telephones remain restricted.
  2. A notice of the restrictions applicable to a public telephone must be posted at the instrument. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone.
  3. Access to 911 Emergency Service may not be prevented.
- j. Proof of certification must be furnished to the Company by the subscriber of Public Telephone Access Service prior to the connection of PTAS. Subscribers to Public Telephone Access Service prior to the connection of PTAS. Subscribers to Public Telephone Access Service lines connecting customer-provided devices having no real or intended voice capability (such as voiceless facsimile and related services), and who are not required to obtain a special certificate from the North Carolina Utilities Commission, are exempt from proof of certification.
  - k. The PTAS subscriber shall at all times maintain a current and complete local telephone directory at each paystation instrument.
  - l. The PTAS subscriber is responsible for ensuring that the mailing address for all local exchange company bills for lines installed pursuant to a COCOT Certificate is the same as the address shown on the certificate. The provider is responsible for requesting a revision of the certificate concurrent with a change of name or address by filing an appropriate application with the Commission, if required.
  - m. All telephones must be arranged or programmed to allow access to all available Interexchange Carriers (ICs) on a nondiscriminatory basis. The name of the presubscribed IC(s) or, in nonequal access areas, the name of the carrier to which 0+ and 00+ calls will be routed, must be clearly displayed;
  - n. Customer-provided telephones must meet all jurisdictional requirements regarding their use by hearing-impaired and handicapped persons;
  - o. Subscribers to Public Telephone Access Service lines connecting customer-provided devices providing public facsimile and related services may charge an unregulated rate for the facsimile portion of the service and shall conspicuously display rates and charges for the facsimile portion of the service on or near the facsimile device.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

7.3 PUBLIC TELEPHONE ACCESS SERVICE

7.3.2 Responsibility of the Subscriber (Cont'd)

p. Automated Collect Calls

Calls generated by automated collect devices provided by COCOT Providers, which are placed and billed to a called number without the assistance or intervention of a human operator, will be allowed under the following requirements:

1. The name of the COCOT Provider is required to appear on the end user's bill. At the present time the Company's billing system is not capable of providing Billing and Collection services to holders of COCOT certificates.
2. The called party is required to actively accept and indicate a willingness to pay for an automated collect call, and, in the absence of such acceptance, the call is to be terminated without charge;
3. If the called party does not accept or reject the automated collect call (a) the call must be directed to an operator or a certified carrier (except in confinement facilities), or, (b) instructions must be provided to the end user on how to complete the call using an operator of a certified carrier. Such calls originating from confinement facilities should be terminated;
4. A COCOT Provider of automated collect calls must use a certified Local or Interexchange Carrier to transmit all communications involved in the call;
5. A COCOT Provider of automated collect calls is required to block or arrange for blocking of calls to 900, 976, 950, 700 and 101XXXX codes; (C)
6. The provisioning of automated collect calling capability (outside of confinement facilities) must not restrict the end user's ability to make other types of calls, such as credit card or sent-paid coin calls;
7. Proof of additional authority from the North Carolina Utilities Commission, if applicable, must be furnished to the Company by automated collect service subscribers connecting to Public Telephone Access Service. Application for additional authority shall be made on a form specified by the Commission. Providers making initial application for COCOT certification may request authority to offer automated collect service on the initial application;

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

**COIN TELEPHONE SERVICE**

**7.3 PUBLIC TELEPHONE ACCESS SERVICE**

**7.3.2 Responsibility of the Subscriber (Cont'd)**

- p. Automated Collect Calls (Cont'd)
  - 8. Recipients of automated collect calls must not be charged more for such calls than would have been charged by the local exchange company for a local or intraLATA collect call or by AT&T Communications for an interLATA collect call; and
  - 9. The billing authority granted to the providers of automated collect calling may be exercised only in connection with automated collect calls.
- q. Use of collect, third number, calling card or auto-collect calling is prohibited to those Public Telephone Access Service lines which connect public facsimile and related services.
- r. The PTAS subscriber may not contract with, or arrange for his PTAS instruments to automatically access, any noncertified carrier for completion of intrastate calls.
- s. The PTAS subscriber may not contract with, or arrange for his PTAS instruments to automatically access, any carrier other than the serving local exchange company to carry local intrastate calls originating from his PTAS instruments.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 12

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE

#### 7.3.3 Violations of Regulations

- a. Where any customer-provided equipment is used and/or connected in violation of this Product Guide, the Company will promptly notify the customer in writing of the violation.
- b. Failure of the customer to discontinue such use or to correct the violation will result in the suspension or disconnection of the customer's service until such time as the customer complies with the provision of this Product Guide.

#### 7.3.4 Optional Service Features

- a. Central Office Blocking with Operator Screening - Central office blocking with operator screening is offered to provide a choice of restrictions at the subscriber's option. These options will be available where PTAS is provided on a usage rate service basis. Options are as follows:
  1. Option 1 - Two-Way Service. Provides that third number and collect calls to PTAS are not allowed.
  2. Option 2 - Two-Way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.
  3. Option 3 - Two-Way Service. Provides central office blocking of seven digit local, 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.
  4. Option 4 - Two-Way Service. Provides central office blocking of 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE

#### 7.3.4 Optional Service Features (Cont'd)

b. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Customer-Owned Pay Telephone (COPT) Answer Supervision will be provided for use with Public Telephone Access Service (PTAS), to assist in determining when billing for a specific call should commence.

c. Where PTAS is provided on a message rate service basis, third number and collect calls to PTAS are not allowed.

d. Where third number and collect calls billable to the line are not allowed, special central office equipment serving the originating caller's location is required to make this feature operable. Where such equipment is installed, call attempts which have been screened will not be completed. The operator will advise the calling party that alternative billing arrangements will have to be made before the call can be completed. Where such equipment is not installed, call attempts on a third number basis will be completed but will not be billed to the PTAS line pending investigation. All PTAS customers are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing these calls will be expected to make full restitution and will be legally responsible for them. Call attempts on a collect basis which are accepted at the PTAS location will be billed to the PTAS line. Payment for these collect calls will be required.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 14

EFFECTIVE: NOVEMBER 18, 2014

### COIN TELEPHONE SERVICE

#### 7.3 PUBLIC TELEPHONE ACCESS SERVICE

##### 7.3.5 Rates and Charges

- a. Access line service for customer-provided public pay telephones is provided on a usage pricing basis where facilities exist. Where facilities do not exist, the service may be provided on a message rate basis. Such service will be converted to usage pricing service as it becomes available at no cost to the subscriber.

##### 1. Usage Pricing Service

- (a) The following monthly rates are applicable to PTAS on a per line basis.

	Monthly Rate <sup>1</sup>
(1) Option 1	
(a) Per Line	\$ 1.00 <sup>2</sup>
(2) Option 2	
(a) Per Line	2.00 <sup>2</sup>
(3) Option 3	
(a) Per Line	4.00 <sup>2</sup>
(4) Option 4	
(a) Per Line	3.00 <sup>2</sup>

Note 1: International Blocking will be provided at the approved rate specified in the Frontier Access Service Tariff FCC No. 1.

Note 2: To the monthly rate shown, add an amount equivalent to 60% of the Business Individual Access Line rate.

##### (b) Local Usage

- (1) Local usage is charged on a per minute basis.

<u>Per Message, Per Minute or Fraction Thereof</u>	
<u>Each 1st Minute</u>	<u>Add'l Minute</u>
\$0.030	\$0.020

- (2) For locals placed in the following listed time periods discounted usage charges of \$.02 for the initial minute or fraction thereof and \$.01 for each additional minute or fraction thereof will apply as follows:

- 12:00 p.m. - 2:00 p.m.
- 9:00 p.m. - 9:00 a.m.
- Saturday and Sunday/all day



**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 7  
ORIGINAL PAGE 15**

**EFFECTIVE: NOVEMBER 18, 2014**

**COIN TELEPHONE SERVICE**

**7.3 PUBLIC TELEPHONE ACCESS SERVICE (Cont'd)**

**7.3.5 Rates and Charges (Cont'd)**

**2. Message Rate Service**

- (a) In exchanges where usage pricing facilities are not available, a monthly rate of \$1.00 will be added to an amount equivalent to 60% of the Business Individual Access Line Rate. A message charge of \$.06 per call will be applied to calls within the local calling area.

**b. Answer Supervision**

Monthly  
Rate

All exchanges \$ 11.00

- c. At the request of the subscriber, TOUCH TONE Calling Service may be provided as covered in Section 13 of this Product Guide for business service.

- d. Service Charges as covered in Section 4 of this Product Guide for business line service are applicable.

- e. Switched Access Charges apply as specified in Section E3 and E6 of the Access Service Tariff and are billable to the interexchange carrier.

- f. Intrastate intraLATA long distance charges apply on a per message basis based on toll rates (as provided in Section 18.1.1 of this Product Guide) plus the appropriate additive operator services charges (as provided in Section 18.1.1 of this Product Guide). Intrastate interLATA long-distance charges apply as specified in the intrastate tariffs of the underlying interLATA carrier. Local charges apply to the PTAS subscriber on a per message basis based on the applicable local usage rate charges (as provided in Section 7.3.5.a.1.(b)(1) of this Product Guide or local message rate charges (as provided in Section 7.3.5.a.1(b)(2) of this Product Guide) plus the appropriate additive operator services charges (as provided in Section 3.10 of this Product Guide).

The subscriber to Public Telephone Access Service for CPE shall be responsible for the payment of outgoing local calls and long-distance intra LATA calls which are charged by the calling party to a commercial credit card.

- g. The local exchange company providing service to the PTAS subscriber shall provide the subscriber with a maximum of 25 local directory assistance inquiries per month per pay station free of charge, but shall charge the subscriber for local directory assistance calls in excess of the 25 free calls in the same manner as it charges for such calls to business one-party access line subscribers.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 16

EFFECTIVE: NOVEMBER 18, 2014

COIN TELEPHONE SERVICE

7.3 PUBLIC TELEPHONE ACCESS SERVICE

7.3.6 CHARGES TO PTAS END-USER

- A. The provider is responsible for insuring that calls originated or terminated at his PTAS line are rated in accordance with the following:
  - 1. The end user of a PTAS instrument may not be charged more than 25 cents for the carriage and completion of a local sent-paid call.
  - 2. The end user of a PTAS instrument may not be charged more than 25 cents plus the appropriate operator assisted charges, as specified in Section 3.10.1.D. of this Product Guide, for a non-sent paid local call.
  - 3. The end user of a PTAS instrument may not be charged a rate higher than the rate that could be charged by AT&T for the carriage and completion of an intrastate, interLATA toll call of the same type.
  - 4. The end user of a PTAS instrument may not be charged at a rate higher than the rate that could be charged by the local exchange company for the carriage and completion of an intrastate, intraLATA toll call of the same type.
  - 5. The end user of a PTAS instrument may not be charged more than 25 cents by the PTAS provider for a 0+ or 101XXXX-0+ local or toll call, billed to a calling card, to a third number, or to the called party (collect). The charges of the local exchange company or certified interexchange carrier handling the call will also apply to these calls. These charges are billed by or on behalf of the carrier handling the call and are retained by that carrier.
  - 6. The recipient of an automated collect station-to-station call may not be charged more for the call (C) that would have been charged by the local exchange company for a local or intraLATA collect station-to-station call or by AT&T Communications for an interLATA collect station-to-station call.
  - 7. All PTAS instruments outside of confinement facilities must allow access to the "Operator" at no charge. The provider may not impose a charge for completion of 0- local and toll calls billed to a calling card, a third number, or the called number (collect).
  - 8. The end user of a PTAS instrument may not be charged more than 25 cents for the carriage and completion of an 800/877/888 call.

Note: Local calls placed to the Telecommunications Relay Center (800/877/888 #) from a PTAS instrument will not be charged the \$.25 for the carriage and completion of these 800/877/888 calls.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 17

EFFECTIVE: NOVEMBER 18, 2014

## COIN TELEPHONE SERVICE

### 7.3 PUBLIC TELEPHONE ACCESS SERVICE (PTAS)

#### 7.3.7 Customer-Owned Pay Telephones in Confinement Facilities

- a. Notwithstanding any provisions herein to the contrary, and subject to all other applicable provisions of this Product Guide, the following provisions shall apply to all public telephones located in the detention areas of local, state or federal confinement facilities. Such telephones:
    1. May be arranged for outward-only calling, if specifically requested by the administration of the confinement facility;
    2. May be arranged to terminate calls after 20 minutes of conversation time, if specifically requested by the administration of the confinement facility, and the Company and presubscribed interexchange carrier are so notified by the telephone provider;
    3. Shall be arranged to block 411 calls, but a copy of a current local directory must be available for inmate access;
    4. Shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct calls, credit card calls, third number calls, 1+ sent paid calls, 0+ sent paid calls, 0- sent paid calls, 0- calls, 800/877/888 calls, 900 calls, 976 calls, 950 calls, 911 calls and 101XXXX calls. Provided, however, that where the Company or the telephone set can block additional digit dialing after initial call set-up, 1+ long distance and seven digit local dialing may be permitted if specifically requested by the administration of the confinement facility.
  - b. Unrestricted coin telephones under administrative control may be available outside of a jail cell for supervised use by inmates.
  - c. The following monthly rates are applicable to PTAS in confinement facilities:
    1. Per Line     \$4.00\*/per month
    2. Local Usage as specified in 7.3.5.(b).
- \* To the monthly rate shown, add an amount equivalent to 60% of the Business Individual Access Line rate.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 7  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

**COIN TELEPHONE SERVICE**

**7.4 CUSTOMER-OWNED PAY TELEPHONE (COPT) COIN LINE SERVICE**

**a. General**

Frontier concurs in the regulations and conditions for Customer-Owned Pay Telephone (COPT) Coin Line Service as filed by Frontier Product Guide No. 1, Section S7.4.

**b. Rates and Charges**

1. The Business individual line rate, as specified in Section 3.3.1 and 3.3.2 of this Product Guide, will apply for COPT Coin Line service on a per-line basis.
2. In addition to the monthly line rate above, Usage Charges as specified in Section 7.3.5.a.1.(b) of this Product Guide will apply for calls within the local calling area.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 8  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

FOREIGN EXCHANGE SERVICE

9.1 FOREIGN EXCHANGE SERVICE

9.1.1 Intrastate, IntraLATA

Frontier concurs in the rates, charges, and regulations governing intrastate intraLATA foreign exchange service as filed by Frontier in its Product Guide No. 1, Section S9.

9.1.2 RESERVED FOR FUTURE SE

9.1.3 The principal exchange or switching center of each exchange of this Company is as shown below.

<u>Exchange (s)</u>	<u>Principal Exchanges (s) or Switching Center (s)</u>
Andrews	Murphy
Bryson City	Bryson City
Cashiers	Cashiers
Cherokee	Cherokee
Cullowhee	Sylva
Franklin	Franklin
Highlands	Highlands
Marion	Marion
Old Fort	Old Fort
Sylva	Sylva
Weaverville	Ashville
Bakersville	Bakersville
Burnsville	Burnsville
Fontana	Fontana
Garden City	Marion
Glenwood-Providence	Marion
Guntertown	Marshall
Hayesville	Murphy
Hot Springs	Hot Springs
Marshall	Marshall
Mars Hill	Mars Hill
Micaville	Burnsville
Murphy	Murphy
Robbinsville	Robbinsville
Sevier	Marion
Suit	Murphy

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

### CONTENTS

	<u>Page No.</u>
10.1 Digital Channel Service .....	1
10.1.1 General .....	1
10.1.2 Digital Architecture .....	2
10.1.3 Definitions .....	2
10.1.4 Regulations .....	3
10.1.5 Application of Rates .....	6
10.1.6 Rates and Charges.....	8
10.2 Switched Data Service .....	12
10.2.1 General .....	12
10.2.2 Description .....	12
10.2.3 Definitions .....	15
10.2.4 Regulations .....	16
10.2.5 Rates and Charges.....	18
10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface/Single Line.....	23
10.3.1 General .....	23
10.3.2 Rates and Charges.....	23
10.4 (Reserved for Future Use)	
10.5 DS1 Cyber Service .....	25
10.5.1 General .....	25
10.5.2 Rates and Charges.....	25
10.6 (Reserved for Future Use)	
10.7 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI).....	27
10.7.1 General .....	27
10.7.2 Rates and Charges.....	27

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.1 Digital Channel Service

10.1.1 General

- a. Digital Channel Service (DCS) is an intraexchange multifunctional digital channel service which provides access transport between a customer's premises and the local serving office on a channelized basis (DSO) over a single high-capacity (DS1/DS3) digital facility. The digital transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps). (Digital Channel Service connections may be made to another central office, owned by the Company, within the same exchange, subject to 10.1.4c. following.)
- b. Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal. DCS may be used by the customer to aggregate the customer's telecommunication services onto a digital local loop.
- c. The following types of network services as specified in other sections of the Product Guide and/or tariffs are available on a channelized basis via Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Digital Channel Service.
  - (1) Analog Voice Service (exchange lines/trunks), and Customized Multi-line Telephone Service station lines.
  - (2) Analog Transmission Service, e.g., Foreign Exchange, Off-Premises Extensions, Private Lines and Tie Lines.
  - (3) Digital Data Service (2.4; 4.8; 9.6; 19.2; 56 or 64 Kbps)
  - (4) DS1 (1.544 Mbps) Service
  - (5) DS3 (44.736 Mbps) Service
  - (5) Switched Data Service
- d. Digital Channel Service is comprised of the following components:

Digital Channel Capacity  
Service Activation

  - (1) The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in Section 10.1.6 of this Product Guide.
  - (3) Digital Channel Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or increments of 672 channels for a DS3 facility). Customers will be offered a Term Payment Plan of 36, 60 or 84 months.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.1 Digital Channel Service (Continued)10.1.2 Digital Architecture

- a. Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.
- b. The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.
- c. Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and Automatic Access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary to interface with these digital services are the responsibility of the customer.

10.1.3 Definitions

- a. Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.
- b. Service Activation. A Service Activation is the connection between Digital Channel facility and the network service accessed.
- c. Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's premises.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

### 10.1 Digital Channel Service (Continued)

#### 10.1.3 Definitions (Continued)

- d. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates may be limited to 56 Kbps by existing or available central office equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.
- e. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual. DS1 facilities are normally provided on copper transmission medium.
- f. DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are stated in Section 7000 of the Technical Reference Manual. DS3 facilities are provided on fiber optic transmission medium.
- g. Multi-Jurisdictional (Multi-J) Service Activation. Multi-J is incremental to the existing service activations and will allow up to 24 Analog and 24 Multi-J Service Activations on a single Digital Channel Capacity. Multi-J service permits the provisioning on Interconnected services on an Intrastate or Interstate basis to an Interexchange Carrier's Point of Presence.

#### 10.1.4 Regulations

- a. Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.
- b. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section 5 of this Product Guide may be applicable.
- c. The customer may activate any number or combination of digital channels within the limitations as set forth in Section 10.1.4.g. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.1 Digital Channel Service (Continued)

## 10.1.4 Regulations (Continued)

- d. All Digital Channel Service capacity/facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service capacity cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of this Product Guide) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.
- e. Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of this Product Guide. The regulations, rates, and charges specified in this Product Guide are applicable for the Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Product Guide are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non-Digital Channel Service component of the customer's end-to-end service.
- f. The total number of digital channels activated by the customer may not, at any time, exceed the total Digital Channel Capacity. Additionally, there are some types of service which require two DSO channels to be combined; such as certain Digital Data Service (56 Kbps) and ISDN-BRI/SL. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated.
- g. Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and multijurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be crossconnected.
- h. Channelization on a customer's premises will be provided by the customer.
- i. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:
  - (1) Responsibilities of the Company:
    - (a) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 10  
ORIGINAL PAGE 5**

**EFFECTIVE: NOVEMBER 18, 2014**

**DIGITAL NETWORK SERVICES**

**10.1      Digital Channel Service (Continued)**

**10.1.4      Regulations (Continued)**

- i. (Continued)
  - (1) (Continued)
    - (b) The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
    - (c) The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
    - (d) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
    - (e) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
    - (f) Digital synchronization timing for Digital Channel Service will be provided by the Company.
  - (2) Responsibilities of the Customer:
    - (a) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
    - (b) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.
  - (3) Trouble resolutions
    - (a) The Company will assist the customer in re-solving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment.
- j. The technical specifications and standard network inter-faces for DS1, DS3 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA****SECTION 10  
ORIGINAL PAGE 6****EFFECTIVE: NOVEMBER 18, 2014****DIGITAL NETWORK SERVICES****10.1      Digital Channel Service (Continued)****10.1.4      Regulations (Continued)**

- k. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.
- l. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed as specified in Section S2.4.4 for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Product Guide. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

**10.1.5      Application of Rates**

- a. Two basic rate elements; Digital Channel Capacity and Service Activation, are applicable to each Digital Channel Service.
- b. The Digital Channel Capacity element provides for the transport between the end-user premises and the serving central office. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods, after which service is provided on a month-to-month basis at the completed payment plan rates.
- c. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable.
- d. Monthly rates and charges as specified in Section 10.1.6 for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- e. Exchange and long distance calling is provided within Digital Channel Service via the appropriate Service Activation. When a service activation is provided for Customized Multi-line Telephone Service, the NAR charge will be ordered and billed as specified in Section S12.16 of this Product Guide.
- f. Rates and charges specified in other Product Guide and/or Tariff sections for services such as Touch Calling, Custom Calling features, etc., are in addition to the monthly rates for Digital Channel Service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**DIGITAL NETWORK SERVICES**

**10.1      Digital Channel Service (Continued)**

**10.1.5      Application of Rates (Continued)**

- g.      The rates and charges for other services connected or extended beyond Digital Channel Service (i.e., off-premises stations and private lines, etc.) are in addition to the rates specified in this Product Guide for the Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other sections of the Product Guide for activities involving the non-Digital Channel Service portion of the customer end-to-end service.
- h.      Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - (1)      The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - (2)      Service Activation charges are available on a month-to-month basis.
  - (3)      Individual network services (switched or dedicated) that are connected to Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard Product Guide provisions and minimum service periods as appropriate.
- i.      In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.3.19 of this Product Guide will apply.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

**DIGITAL NETWORK SERVICES**

**10.1      Digital Channel Service (Continued)**

**10.1.5      Application of Rates (Continued)**

- j.      Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 2.3.5 of this Product Guide.
- k.      Unless specified herein, the Regulations contained in Section 2 of this Product Guide are applicable to Digital Channel Service. These Regulations include, but are not limited to:
  - Cancellation of Service - Section 2.2.10
  - Application for Service - Section 2.3.3
  - Payment Arrangements - Section 2.4
  - Allowance for Interruptions - Section 2.4.4
  - Limitation of Liability - Section 2.5

**10.1.6      Rates and Charges (Continued)**

- a.      Service Charges (Continued)
  - (1)      Nonrecurring charges are one time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Service are those listed below.
    - (a)      Service Establishment Charge. This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities.
    - (b)      Service Change Charge. This charge is applied per Digital Channel service payment plan and is associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to:
      - Change of associated channel assignment.
      - Additions of supplemental features.
      - Activate/Deactivate Service Activations.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.1 Digital Channel Service (Continued)10.1.6 Rates and Charges (Continued)a. Service Charges (Continued)(1) (Continued)

- (c) Installation of Digital Channel Capacity. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additions to existing service.
- (d) Central Office Line Connection Work. This charge applies to each Service Activation, as specified in 10.1.6.c. at initial installation of DCS, and for additional service activations installed to existing service.
- (e) Service Ordering Charges:

	<u>Nonrecurring Charge</u>
1. Service Establishment Charge, per Digital Channel Service	\$300.00
2. Service Change Charge, per Digital Channel Service, each (increment of 24 DS0 channels)	200.00
3. Premises Visit Charge, per visit	Refer to Section 4.3
4. Central Office Line Connection, each Service Activation	Refer to Section 4.3

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.1 Digital Channel Service (Continued)10.1.6 Rates and Charges (Continued)

## b. Digital Channel Capacity (Continued)

## (1) Per System (Continued)

36 Months

1st DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	\$ 250.00
Monthly Rate	303.00

Each Additional DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	250.00
Monthly Rate	303.00

DS3 Facility (672 DS0 Channels)	
1-3 DS3 Facilities, each DS3	
Nonrecurring Charge	7,000.00
Monthly Rate	3,450.00

4 or more DS3 Facilities	ICB
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60 Months

1st DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	\$ 250.00
Monthly Rate	228.00

Each Additional DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	250.00
Monthly Rate	228.00

DS3 Facility (672 DS0 Channels)	
1-3 DS3 Facilities, each DS3	
Nonrecurring Charge	7,000.00
Monthly Rate	2,920.00

4 or more DS3 Facilities	ICB
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84 Months

1st DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	\$ 250.00
Monthly Rate	196.00

Each Additional DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	250.00
Monthly Rate	196.00

DS3 Facility (672 DS0 Channels)	
1-3 DS3 Facilities, each DS3	
Nonrecurring Charge	7,000.00
Monthly Rate	2,610.00

4 or more DS3 Facilities	ICB
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FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.1 Digital Channel Service (Continued)

## 10.1.6 Rates and Charges (Continued)

## c. Service Activations - Per Network Service

## (1) Analog Service

Monthly  
Rate

(a)	Exchange Line	\$22.00
(b)	Automatic Access Line	22.00
(c)	Centrex Station Line	4.00
(d)	Foreign Exchange (Note 1)	15.00
(e)	Off-Premises Extension (Note 1)	15.00
(f)	Private Line (Note 1)	15.00

## d. Optional Service Activations – Per Network Service

## (1) Multi-Jurisdictional (Multi-J) Service

(a)	Multi-J IntraOffice Channel Service, per DSO	5.00
(b)	Multi-J InterOffice Channel Service, per DSO	10.00

Note 1: This charge provides for the service connection to the Digital CrossConnect in the Central Office. This charge applies in addition to all other charges (as specified in this Product Guide) applicable to the service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 12

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

**10.2      Switched Data Service**

**10.2.1      General**

- a.      This Product Guide contains the application, definitions, description, regulations, and rates applicable to Switched Data service furnished by the Company where technological capabilities exist.
- b.      Directory listings will be provided in accordance with the regulations and rates specified in Section 6 of this Product Guide.

**10.2.2      Description**

Switched Data service is a digital data transmission service which provides a data link between two Switched Data users via switched facilities. The network connection is established on a call by call basis.

The customer may subscribe to Switched Data service under the following service arrangements, except when conditions specified in Section 10.2.4.d.(2) are applicable:

a.      Low Speed Switched Data

Low Speed Switched Data service supports 300, 1200, 2400, 4800, 9600 and 19,200 bits per second asynchronous full or half duplex connections and 1200, 2400, 4800, 9600 and 19,200 bits per second synchronous full or half duplex connections.

b.      High Speed Switched Data

High Speed Switched Data service supports 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections.

c.      Switched Data Channel Access

A 1.544 Mbps high capacity digital facility that transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provided 24 digital channels that support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

d.      Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

e.      Wire Center Line

A wire center line is the local loop from the customer's Network Interface location to the customer's serving Central Office.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2 Switched Data Service (Continued)

10.2.2 Description (Continued)

f. Standard Features

(1) Data Line Security

This feature prevents a data call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

(2) Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Centrex customer groups only.

(3) Direct Dialing

This feature allows calls to be placed between Switched Data lines within a customer group and Switched Data lines outside of the customer group without the assistance of an attendant.

g. Optional Features

(1) Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

(2) Data Closed User Group

This feature, restricted to Centrex lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

(3) Voice Option

This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. calling services and Centrex features will be provided with Voice Option at the rates and charges specified in other Sections of this Product Guide. This feature is not available with Switched Data Channel access nor with Switched Data Individual Line Loop Extension.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 14

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2 Switched Data Service (Continued)

10.2.2 Description (Continued)

h. Optional Feature Packages

The following feature packages are available for use with Switched Data service.

(1) Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: All calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Last Number Redial - This feature enables a customer to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a pilot directory number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

(2) Feature Package Data 2000 - This package contains all the features contained in Feature Package Data 1000 plus:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Centrex intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 15

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2 Switched Data Service (Continued)

10.2.2 Description (Continued)

h. Optional Feature Packages (Continued)

(2) (Continued)

Data Circular Hunting - This feature assigns a pilot directory number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Group Speed Calling - This feature, restricted to Centrex lines, provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Individual Speed Call-Long List - The use of the Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of maximum of thirty stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

10.2.3 Definitions

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital - Information which is expressed in discrete or non-continuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously, but is not capable of simultaneous voice and signal transmission.

Half Duplex - Type of communication that supports transmission of signals in both directions, but is not capable of simultaneous and independent transmission and reception.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak - The Off-Peak period for usage rating is from 11:00 p.m. up to but not including 8:00 a.m.

Peak - The peak period for usage rating is from 8:00 a.m. up to but not including 11:00 p.m.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 10  
ORIGINAL PAGE 16**

**EFFECTIVE: NOVEMBER 18, 2014**

**DIGITAL NETWORK SERVICES**

**10.2      Switched Data Service (Continued)**

**10.2.4      Regulations**

In addition to the following regulations, appropriate regulations established in other applicable Sections of this Product Guide will also apply.

**a.      Scope**

- (1)      The minimum billing for this service is one month.
- (2)      The rate elements applicable for Switched Data service are:
  - (a)      Wire Center Line Charge
  - (b)      Switched Data Customer Line
  - (c)      Service Connection Charge
  - (d)      Optional Feature Rates
  - (e)      Software Reconfiguration Charge
  - (f)      Network Usage
  - (g)      Customer Premises Channelization (Optional)
- (3)      FCC Subscriber Line Charges as specified in Section 13 of the GTOC Tariff FCC No. 1, will apply to Switched Data service. For each Switched Data Channel Access arrangement and Switched Data Individual Line Loop Extension the FCC Subscriber Line Charge will apply twice.

**b.      Availability**

- (1)      The provision of Switched Data Service and the associated features are subject to the availability of certain Central Office and outside plant facilities.

**c.      Dialing Method**

- (1)      Access to Switched Data Service is attained through a dial connection via the public switched telephone network.
- (2)      Origination of Switched Data calls are allowed for 800/877/888, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) calling. These type calls will be completed with the voice option of Switched Data, however, on the Data option these calls may be originated but completion is dependent upon the terminating customer's equipment.

**d.      Technical Requirements**

- (1)      Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities.
- (2)      Customers who choose to subscribe to the Single Line or Centrex arrangement are subject to the distance limitations listed below. These limitations are a result of digital signal power loss which is technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations. The distance limitations are measured from the customer premises to the local (nearest) serving central office, which must be Switched Data equipped.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 17

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2 **Switched Data Service (Continued)**

10.2.4 **Regulations (Continued)**

d. Technical Requirements (Continued)

(2) (Continued)

- on the DMS-100 central office switch: 42dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop extension or subscribe to Switched Data Channel Access for Switched Data Service.

- (3) Switched Data Channel Access is required when customers are restricted by the technical requirements specified in 10.2.4.d.(2) above.

Where a customer's local serving central office is not capable of providing Switched Data, the Company will determine the nearest capable central office. Interoffice digital high capacity mileage (1.544) will apply from the non-capable central office to the central office capable of providing Switched Data at the mileage rate specified in Section 10.2.5.e.(3). In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone.

- (4) Switched Data Channel Access is also available to customers within the technical requirements specified in 10.2.4.d.(2) above and required if they want to terminate Switched Data in the CPE device other than the central office switch-proprietary CPE, such as a digital PABX, inverse multiplexer or other compatible equipment.

- (5) Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or the Company. When the Company provides the channelization equipment, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 Hz. AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on a Special Service Arrangement.

- (6) Switched Data Individual Line Loop Extension is required when customers are restricted by technical requirements specified in 10.2.4.d.(2).

Where a customer's local serving central office is not capable of providing Switched Data, the Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Rates for 56 kbps Service Special Interoffice Transport mileage, as specified in Section 10.2.5.e.(4)(c), will apply from the noncapable central office to the nearest central office capable of providing Switched Data Service. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

The individual line loop extension technically will interwork with other Switched Data technologies listed in this Product Guide at 56 kbps.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2      Switched Data Service (Continued)

10.2.5      Rates and Charges

- a.      Switched Data Centrex Line rates are determined by the total number of Low Speed or High Speed lines requested per customer (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate.
- b.      Switched Data lines placed in a Centrex business group with Centrex voice lines do not require Centrex NARs for outbound data traffic, but do require Centrex NARS for inbound data traffic. The customer may choose to purchase additional Centrex NARs to accommodate incoming mixed voice and data traffic. The customer has the option of placing all Switched Data lines in a separate Centrex Switched Data-only business group in which case NARs are not required for originating or terminating Switched Data traffic.
- c.      Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option to support premises channelization with CPE devices or to be made available by the Company. Channelization at the customer premises when provided by the Company is available at the rates specified in Section 10.2.5.e.(1)(d). Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 10  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

## DIGITAL NETWORK SERVICES

10.2 Switched Data Service (Continued)10.2.5 Rates and Charges (Continued)

- d. The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in Section 4 of this Product Guide.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1) Wire Center Line Charge, each	\$ 7.00	
(2) Switched Data Customer Line		
(a) Single-Line, without Intercom		
Low Speed Switched Data Customer Lines, each	\$ 30.00	\$ 50.00
High Speed Switched Data Customer Lines, each	37.00	50.00
(b) Centrex With Intercom		
Low Speed Switched Data Customer Lines		
2- 49 lines, each	33.00	50.00
50-100 lines, each	30.00	50.00
101 lines and above, each	26.00	50.00
High Speed Switched Data Customer Lines		
2- 49 lines, each	40.00	50.00
50-100 lines, each	37.00	50.00
101 lines and above, each	34.00	50.00

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**
**SECTION 10  
ORIGINAL PAGE 20**
**EFFECTIVE: NOVEMBER 18, 2014**
**DIGITAL NETWORK SERVICES**
**10.2      Switched Data Service (Continued)**
**10.2.5      Rates and Charges (Continued)**

d.      (Continued)

		<u>Monthly Rate</u>	<u>Non- recurring Charge</u>
(3)	Switched Data Channel Access (24 channels)		
	First System (NOTE 1)	\$300.00	\$900.00
	Each Additional System (NOTE 1)	190.00	130.00
	Interoffice Trans- port, Per Air- line Mile	19.80	-
	Central Office Termi- nation, per Access Arrangement	150.00	125.00
	Central Office Channel- ization, per channel activated	6.00	-
	Customer Premises Ter- mination (NOTE 2), per Access Arrangement	100.00	75.00
	Customer Premises Channelization (NOTE 2), per channel activated	30.00	20.00
(4)	Switched Data Individual Line Loop Extension		
(a)	Wire Center Line Charge (NOTES 1 AND 3)		
	Single Line	50.00	50.00
	Centrex	50.00	50.00
(b)	Switched Data Customer Line		
	Single Line	12.00	50.00
	Centrex	15.00	
(c)	56 Kbps Special Transport, per mile or fraction thereof	NOTE 4	

NOTE 1: The Network Usage rates specified in Section 10.2.5.e.(5) will also apply.

NOTE 2: Optional component with each Switched Data Channel Access (24 channels).

NOTE 3: Two End User Charges (per Individual Line Loop Extension Wire Center Line Charge) as shown in Section 13 of the GTOC FCC No. 1 Tariff also applies.

NOTE 4: The Digital Data Service Facilities Special Transport (per airline mile) rate as specified in the FACILITIES FOR INTRASTATE ACCESS, Section 5.7.12(A)(1), will apply for 56 Kbps Special Transport.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 10  
ORIGINAL PAGE 21**

**EFFECTIVE: NOVEMBER 18, 2014**

**DIGITAL NETWORK SERVICES**

**10.2      Switched Data Service (Continued)**

**10.2.5      Rates and Charges (Continued)**

d.      (Continued)

(5)      Network Usage

Usage will be billed to the originating end of the Switched Data service for calls terminated within the local calling area. For calls terminated outside the local calling area only the applicable toll charges will apply.

Network Usage Rates      As specified in Section 7.3.5.a.(b)(1) of this Product Guide.

Discount Periods      Time-of-Day Discounts and Periods - Applies to all exchange lines except Public and Semi-Public Coin Telephone and Public Telephone Access Service.

	<u>From</u>	<u>Up to but not Including</u>	<u>Discount</u>
Everyday	11:00 p.m.	8:00 a.m.	50%
Saturdays, Sundays, and Certain Holidays	8:00 a.m.	11:00 p.m.	50%

Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

(6)      Optional Features

	<u>Monthly Rate</u>
Data Direct Connect, each line	\$1.00
Data Closed User Group, each line	1.00
Voice Option	
Single Line, each	8.00
Centrex Station Line, each	5.00

(7)      Feature Packages

Feature Package Data 1000 (includes Data Individual Speed Call-Short List, Data Call Forward, Data Last Number Redial, Data Toll Restriction, and Data Sequential Hunt Group), each line	3.30
Feature Package Data 2000 (includes Data Individual Speed Call-Short List, Data Call Forward, Data Last Number Redial, Data Toll Restriction, Data Sequential Hunt Group, Data Call Back, Data Saved Number Redial*, Data Circular Hunting, Data Group Speed Calling, and Data Individual Speed Call-Long List), each line	5.50

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 22

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.2 Switched Data Service (Continued)

10.2.5 Rates and Charges (Continued)

d. (Continued)

Rate  
Per  
Occurrence

- |      |   |          |
|------|---|----------|
| (8)  | Software Reconfiguration Charge   | \$ 12.75 |
| (9)  | The Software Reconfiguration Charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Secondary Service Ordering Charge shown in Section 4 is also applicable. |          |
| (10) | Service charges are not applicable to features which are provided at the same time the Switched Data customer line is established.  |          |

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 23

EFFECTIVE: NOVEMBER 18, 2014

**DIGITAL NETWORK SERVICES**

**10.3      Integrated Services Digital Network (ISDN) - Basic Rate Interface/ Single Line**

**10.3.1      General**

Frontier concurs in the regulations governing Integrated Services Digital Network (ISDN) - Basic Rate Interface/Single Line service as filed by Frontier in its Product Guide, Section S10.3.

**10.3.2      Rates and Charges**

Frontier concurs in the rates and charges as filed by Frontier in its Product Guide in Section S10.3.10 except for the following:

- ISDN Single Line, per line - the appropriate rate as specified in Section 3.3.1.a. of this Product Guide will apply.
- Network Access Register (NAR) - the appropriate rate as specified in Section 3.3.1.a. of this Product Guide will apply.
- Where references are made to Customized Multi-line Telephone Service charges, the appropriate Centrex rates and charges as specified in Section 12 of this Product Guide will apply.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 24

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.4      (Reserved for Future Use)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 25

EFFECTIVE: NOVEMBER 18, 2014

**DIGITAL NETWORK SERVICES**

**10.5      DS1 Cyber Service**

**10.5.1      General**

Frontier concurs in the regulations governing DS1 Cyber Service as filed by Frontier in its Product Guide No. 1, Section S10.9.

**10.5.2      Rates and Charges**

Frontier concurs in the rates and charges as filed by Frontier in its Product Guide No. 1 in Section S10.9.6.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 26

EFFECTIVE: NOVEMBER 18, 2014

DIGITAL NETWORK SERVICES

10.6      (Reserved for Future Use)



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 10  
ORIGINAL PAGE 27

EFFECTIVE: NOVEMBER 18, 2014

**DIGITAL NETWORK SERVICES**

**10.7      Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)**

**10.7.1      General**

Frontier concurs in the regulations governing Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) service as filed by Frontier in its Product Guide No. 1, Section S10.5.

**10.7.2      Rates and Charges**

Frontier concurs in the rates and charges as filed by Frontier in its Product Guide No. 1 Section S10.5.7 except for the following:

- Network Access Register (NAR) - the appropriate rate as specified in Section 3.3.1.a. of this Product Guide will no longer apply. The new B Channel Configurations charges will apply.
- Where references are made to Switched Data charges, the appropriate usage rates and charges as specified in Section 7.3.5.a.(b)(1) of this Product Guide will apply.
- Where references are made to DID charges, the appropriate DID numbers rates and charges as specified in Section 13.8.2.A.1. of this Product Guide will apply. The trunk access line and DID trunk charge are not applicable for ISDN-PRI Service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 11  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

PRIVATE BRANCH EXCHANGE SERVICE

11.1 RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

CONTENTS

		<u>Page No.</u>
12.1	<u>General</u>	1-3
12.2	<u>Regulations and Conditions</u>	
12.2.1	Assigned Centrex Numbers	4
12.3	<u>Definitions</u>	
12.3.1	Basic Station Features	5-8
12.3.2	Optional Station Features	8-10
12.3.3	Basic System Features	11-13
12.3.4	Optional System Features	14-18
12.4	<u>Rates and Charges</u>	19-26
12.5	<u>CCLASS</u>	27
12.5.1	Conditions	27
12.5.2	Description of Features	27
12.5.3	Rates and Charges	32
12.6	<u>Custom Line Telephone Service</u>	
12.6.1	General	33
12.6.2	Rates and Charges	33

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA****SECTION 12  
ORIGINAL PAGE 1****EFFECTIVE: NOVEMBER 18, 2014****CENTREX SERVICE****12.1     GENERAL**

Centrex Service provides for switching service for intercommunicating purposes and for connection through the local and long distance telephone network to other customers on a dial basis without intermediate handling by an attendant. Centrex Service requires special central office equipment and is provided only where such central office equipment is available.

**12.1.1    Basic Feature Packages**

The Basic Feature Package of the Centrex Service comprises the following features:

- a.   System Features
  - Class of Service Restrictions
  - Distinctive Ringing
  - Distinctive Call Waiting Tones
  - Group Speed Call List
  - Hunting
  - Intragroup Dialing
  - Inward Intergroup Dialing
  - Night Service
  - Outward Intergroup Dialing
  - Special Service Facilities Access
  
- b.   Station Features
  - Automatic Call Back
  - Automatic Line
  - Call Forward Busy Line - Fixed
  - Call Forward No Answer - Fixed
  - Call Forward Variable
  - Call Hold
  - Call Park
  - Call Pick Up
  - Call Transfer
  - Call Waiting
  - Conference - Three Way
  - Consultation Hold
  - Directed Call Pick Up Without Barge In
  - Last Number Redial
  - Speed Call, Individual Short List

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.1 GENERAL (Cont'd)

12.1.2 **Optional Features**

a. System Features

- Automatic Route Selection
- Datalink Attendant Console Interface
- Datapath Centrex Interface
- Datapath Modem Pool Access
- Direct Inward System Access
- Discrete Identification
- Hospital Communications/Do Not Disturb
- ISDN PRI CentraNet® Access
- ISDN PRI Voice over Internet Protocol CentraNet® Access
- Loudspeaker and Radio Paging Access
- Meet Me Conference
- Message Service
- Music/Announcement On Hold
- Preset Conference
- Special Intercept Announcements
- Station Message Detail Recording
- Telephone Dictation Access
- Uniform Call Distribution

b. Station Features

- Business/Display Set Interface
- Call Forward Busy Line - Programmable
- Call Forward No Answer - Programmable
- Call Request Station Message Waiting
- Cancel Call Waiting
- Conference - Six Way
- Dial Call Waiting
- Directed Call Park
- Directed Call Pickup With Barge In
- Do Not Disturb - Station Activated
- Executive Busy Override
- Message Waiting Lamp Interface
- Speed Call, Individual List
- Voice/Data Protection

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.1 GENERAL (Cont'd)

- 12.1.3 Centrex Service is furnished subject to the availability of outside plant facilities and features of the serving central office.
- 12.1.4 Suitable building space and commercial power, including outlets, required for the operation of key telephone equipment, console(s), and other station apparatus at the customer's premises will be furnished by the customer.
- 12.1.5 All console functions by the attendant at the customer's premises are performed at the expense of the customer.
- 12.1.6 Directory listing will be provided without charge for ten (10) primary administrative Centrex station locations only. All additional listings will be provided at rates specified in Section 6.
- 12.1.7 Mileage charges as shown in Section 13 and 20 of this Product Guide will apply for a bridged line not located in the same building as the associated non-restricted, semi-restricted or restricted line.
- 12.1.8 The rates contained herein are for central office facilities and local intragroup loops only. Applicable exchange mileage for private line and foreign exchange line service are in addition to the Centrex Service. Toll charges may also apply for interexchange calls within a particular customer's calling group.
- 12.1.9 Local calling scope for Centrex is as specified for each specific exchange as identified in Section 3 of this Product Guide. Any applicable usage charges are in addition to the charges specified in item 12.4.1.
- 12.1.10 Where quantities of switching equipment or other facilities are requested by the customer, such additional facilities will be furnished at rates and charges based on costs at the time requested.
- 12.1.11 The Company will charge a \$75.00 reconnection charge for each group of ten in-place stations, or a portion thereof. To be eligible for this bulk reconnection charge, the stations must retain the same telephone numbers and features and not require a premise visit.
- 12.1.12 If the Centrex system falls below two lines, it will no longer be considered a Centrex system. The remaining line will be converted to an individual business line with no features. All existing rules, regulations, rates and charges associated with the conversion will apply.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.2     Regulations and Conditions**

**12.2.1   Assigned Numbers Not In Use**

**a.   General**

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.2 Regulations and Conditions (Continued)



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.3     DEFINITIONS**

**12.3.1     Basic Station Features**

a.     Automatic Callback Calling

Permits a station user who attempts a call to a busy station line to be automatically connected to that line when both called and calling lines are subsequently idle. Automatic callback is only operational for station to station calls within the same customer group. Distinctive ringing is required.

b.     Automatic Line

Provides an automatic connection between a calling station going off hook and a predetermined terminating number.

c.     Call Forward Busy Line - Fixed

Allows incoming calls to a busy line to be automatically routed to a preselected station line. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 12  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)12.3.1 **Basic Station Features (cont'd)**d. Call Forward No Answer - Fixed

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

e. Call Forward Variable

Allows a station user to redirect all calls for that station to another telephone number. The number that calls are forwarded to is restricted by the station's class-of-service.

f. Call Hold

This feature allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

g. Call Park

Allows a station to park a call against its own directory number. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call is parked.

h. Call Pickup

Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.

i. Call Transfer

Allows a station user to hold and transfer a call to another station. Calls that can be transferred may be restricted to intragroup or incoming calls only. The transfer may be supervised or unsupervised.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.3     DEFINITIONS (Cont'd)**

**12.3.1    Basic Station Features (Cont'd)**

j.     Call Waiting

With this feature, an incoming call encountering a busy station receives audible ringing. The busy station receives a call waiting tone. The called station may then place the existing caller on hold and acknowledge the incoming caller, then alternate between the callers, or abandon one of the calls.

k.     Conference Three Way

Allows a station to add a third party to an existing conversation. The added party can be dropped from the connection by a flash from the initiating party.

l.     Consultation Hold

Allows a station user to consult privately with a station that is being added to an existing conversation or a station to which a call is being transferred.

m.     Directed Call Pickup Without Barge-In

Allows a station user to answer calls directed to a specific station line from any other station line in the customer group by dialing a feature code and the number of the ringing station.

n.     Last Number Redial

Enables a station to redial the last called number by pressing a single key rather than dialing the entire number.

o.     Speed Call - Individual Short List

Provides a station user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

### 12.3 DEFINITIONS (Cont'd)

#### 12.3.1 Basic Station Features (Cont'd)

p. Touch Tone

Provides a station user with the capability for dual-tone multifrequency signaling.

#### 12.3.2 Optional Station Features:

a. Business/Display Set Interface

Provides a station with the capability to use multibutton electronic telephones designed to work with central office software. This feature provides the capability for multiple appearance directory numbers (MADNs). Standard telephones will not work on lines with the business/display set interface. MADNs can be configured in either a single-call-arrangement (SCA) or multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADN at any given time. With the MCA, more than one set in the MADN group can be active on the MADN simultaneously.

b. Call Forward - Busy Line - Programmable

Allows incoming calls to a busy line to be automatically routed to a preselected station line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

c. Call Forward No Answer - Programmable

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

### 12.3 DEFINITIONS (Cont'd)

#### 12.3.2 Optional Station Features (Cont'd)

d. Call Request - Station Message Waiting

Allows a station to leave a call request/message waiting indication at another station if the called station does not answer. The indication may be stuttered dial tone or activation of the message waiting lamp. The called station may return the call by dialing the call request retrieval feature code. The message waiting lamp interface feature is required on stations with lamps.

e. Cancel Call Waiting

Allows a station with call waiting to inhibit the application of call waiting tone for the duration of one call. During this call, anyone calling the call waiting station will receive the normal busy treatment.

f. Conference - Six Way

Allows a station user to establish a conference call involving up to five other parties without attendant assistant.

g. Dial Call Waiting

Allows originating business group stations to invoke call waiting on selected intragroup calls. Dial Call Waiting can be invoked by dialing an access code followed by the extension number of the station which will be notified of a call that is waiting.

h. Directed Call Park

This feature allows a station user to park a call against any directory number in the business group. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call was parked. The use of a variable length security code, to control which users may retrieve a call, is optional.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

PRODUCT GUIDE

CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)

12.3.2 Optional Station Feature (Cont'd)

i. Direct Call Pickup With Barge-In

Allows a station user to answer calls directed to a specific station line from any other station line in the customer group by dialing a feature code and the number of the ringing station. If the call has already been answered, a three way conversation will be established.

j. Do Not Disturb

Station activated - provides the individual station user with the option of making that station's line either busy or available to incoming calls.

k. Message Waiting Lamp Interface

Allows a lamp to be lit as a message waiting indicator as opposed to stuttered dial tone. The lamp may be lit by another station using the call request feature or by an attendant.

l. Executive Busy Override

Allows a station user to override a busy signal and interrupt an in-progress call on another station user's line. The called station and the party connected to the called station receive a warning tone. At the end of the tone a three-way call connection is established.

m. Speed Call Individual Long List

Provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

n. Voice/Data Protection

This feature allows a station user to inhibit intrusion features on their line. The main purpose of this feature is to prevent data transmission errors caused by interruption tones such as call waiting.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 12

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)

12.3.3 **Basic System Features**

a. Class of Service Restrictions

Provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

- Fully Restricted Service - two types of fully restricted service are applied to stations as described in the following:
  - \* Attendant restricted stations are denied access to the exchange network;
  - \* Fully restricted stations are denied access to the exchange network and to the attendant.
- Semi-Restricted Service - allows access to the exchange network through the attendant only.
- Toll Restricted Service - enables stations to be either toll denied or assigned toll diversion to the attendant.
- Unrestricted Service - allows stations to access the exchange network, toll facilities or any service accessible by dialing.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

### 12.3 DEFINITIONS (Cont'd)

#### 12.3.3 Basic System Features (Cont'd)

b. Distinctive Ringing

Provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

c. Distinctive Call Waiting Tones

Permits a called station to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.

d. Group Speed Call List

Provides abbreviated dialing to the customer group through a shared speed call list. One station line is designated as the controller for the list.

e. Hunting

This is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. Three types of hunting are available.

- Directory Number Hunting (DNH) - DNH may be either circular or sequential.
  - \* Circular hunting hunts all lines in the group regardless of the starting point.
  - \* Sequential hunting starts at the number dialed and ends with the last number in the group.
- Multiline Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from, the pilot number to the last number in the group.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 14

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)

12.3.3 Basic System Features (Cont'd)

- Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

f. Intragroup Dialing

Provides abbreviated dialing for station to station calls within the customer group.

g. Inward Intergroup Dialing

Incoming calls from the exchange or toll network may be dialed directly to completion to unrestricted station lines without the assistance of an attendant.

h. Night Service

This feature routes calls, normally directed to the attendant, to preselected stations within the customer group. Trunk answer From Any Station (TFAS) may be used to allow station users to pick up calls after being alerted by a signal on the customer premises.

i. Outward Intergroup Dialing

Outward central office calls are initiated by direct dialing from unrestricted dial telephones.

j. Special Service Facilities Access

Allows station users to gain access to foreign exchange lines, tie lines and WATS lines by dialing an access code.

k. ISDN PRI Customized Multi-line Telephone Service Access

Provides the interface between the ISDN PRI Tie Channel Services and the Customized Multi-line Telephone Service. ISDN PRI Access and Tie Channel Service are required for this application.

l. ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Service Access

ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Service Access is augmented with Customized Multi-line Telephone Service features to integrate Customized Multi-line Telephone Service with Voice over the Internet Protocol applications. The VOIP NRC rate applies. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 15

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

### 12.3 DEFINITIONS (Cont'd)

#### 12.3.4 Optional System Features

##### a. Automatic Route Selection

This feature directs outgoing business group calls to the customer's most preferred available route. The customer may choose to route calls over foreign exchange lines, a common control switching arrangement, WATS or tie lines. If no private lines are available, the option of completing calls using standard DDD routing is provided. The following three features are included in automatic route selection:

- Call Back Queuing - Permits a station user, who encounters a busy network facility, to be rung back when the appropriate facility becomes available.
- Expensive Route Warning Tone - Provides a warning tone to the caller that indicates the selection of an expensive route.
- Off-Hook Queuing - Permits a station user to wait off-hook when a call cannot be completed because a facility is not available.

##### b. Datalink Attendant Console Interface

Provides the connection between the central office and an intelligent console on the customer premises. The console is designed to work with central office software to provide attendant features. This feature provides the capability to use a proprietary console and not the console itself.

##### c. Datapath Services

Provide the capability for an all switched data network at speeds ranging from 300 bps to 64 Kbps. Datapath services require the use of data units designed to work with central office software. The following two datapath services provide data transmission capabilities and do not include terminal equipment on the customer premises.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 12  
ORIGINAL PAGE 16

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)12.3.4 Optional System Features (Cont'd)d. Datapath Interface

This feature provides the capability to connect a data unit to a Centrex line and establish an end-to-end connection on a dial-up basis with other similarly equipped Centrex lines served by the same central office. Centrex lines with this feature are used exclusively for data communications.

e. Datapath Modem Pool Access

This feature provides the capability for a datapath equipped Centrex line to communicate with analog devices over the switched network via a central office modem pool. The modem pool is owned by the Telephone Company and access is shared among Centrex customers subscribing to this feature.

f. Direct Inward System Access

Permits selected outside callers to dial from the switched network directly into the customer's Centrex system and gain access to network facilities. Operationally, the caller dials a seven or ten digit directory number (or an inWATS number for automatic answer), then an authorization code and the called number.

g. Discrete Identification

Allows incoming FX and inWATS calls to terminate on Centrex lines. This enables a station user to process these calls using Centrex features such as call hold and call transfer.

h. Hospital Communications/Do Not Disturb

This feature permits one, several or all Centrex lines within a customer group to be cut off from receiving Direct Inward Dialing (DID) and station-to-station calls. A datalink attendant console is required to activate and deactivate this feature.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 17

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)

12.3.4 Optional System Features (Cont'd)

i. Loudspeaker & Radio Paging Access

Allows stations and attendants to access customer-provided loudspeaker and radio paging equipment located throughout the customer's premises.

j. Meet Me Conference

Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time.

k. Message Service

Allows a datalink attendant console to be used as a message center. The message center has the capability to activate/deactivate message waiting indication for station users.

l. Music/Announcement on Hold

Provides music or a recorded announcement to callers who are waiting for connection to a called party.

m. Preset Conference

Allows up to 25 preselected conferees to be reached simultaneously by dialing a specific directory number. The conferees associated with a particular conference directory number are programmed in advance by the Telephone Company.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

### 12.3 DEFINITIONS (Cont'd)

#### 12.3.4 Optional System Features (Cont'd)

n. Special Intercept Announcements

Allows a unique intercept announcement to be provided to each business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan, and terminating calls to nonworking directory numbers assigned to the business group.

o. Station Message Detail Recording (SMDR)

Provides the customer with a magnetic tape from the Telephone Company's accounting center. The tape provides call records that include the calling number, the number called, date, time-of-day, duration of the call and the facility used. The information on the tape is used for cost allocation and telecommunications system management.

SMDR is offered only where the Telephone Company's message billing process has been arranged to provide this feature. Call record information may only be available on private facilities, (foreign exchange lines, WATS, tie trunks, etc.), in some areas.

The following two SMDR feature options provide the customer with additional information and security.

- SMDR Authorization Codes - Provide a means of identifying callers for billing purposes and control network access. The caller can voluntarily dial in an authorization code before dialing the called number, or compulsorily dial the code after dialing the called number.
- SMDR Account Codes - Allows a user to enter a billing number into the call record for charge-back purposes. The account code can be from two to 14 digits in length.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.3 DEFINITIONS (Cont'd)

12.3.4 **Optional System Features (Cont'd)**

p. Telephone Dictation Access

Permits access and control of customer-owned dictating equipment from a station in the customer group.  
The station must be equipped with dual tone multi-frequency signaling.

q. Uniform Call Distribution

The following four features work together to provide a uniform call distribution group:

- Distributed Line Hunting - Provides for an even distribution of incoming calls to a group of stations (UCD agents).
- UCD Queue Slots - If all the available agents in the UCD group are active, incoming calls are placed in queue slots and callers receive an audible ringback.
- Delay Announcement on Hold - After a customer specified delay interval, queued calls are routed to a delay announcement until an agent becomes available.
- Make Busy Status - This feature allows a station to be removed from the UCD group by dialing a feature code. A different code is dialed to return the station to active status.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 20

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.4     RATES AND CHARGES**

**12.4.1     Application of Charges:**

- a.     Centrex Access Trunk charges will be charged at the business NAR access line rates shown in Section 3.3 of this Product Guide based on the appropriate rate group.
- b.     Centrex service requires touch tone service in addition to (b.) above and is provided without additional charge.
- c.     Determination of the required access trunks to serve a customer's incoming and outgoing Centrex traffic will be based at the customer's existing facilities currently in-service or based on the customer's required traffic needs.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 21

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.4      RATES AND CHARGES (Cont'd)**

**12.4.1      Application of Charges (Cont'd)**

- d.    Centrex line and feature rates are in addition to the applicable charges referred to in items (b.) and (c.) above. These charges are applied on the basis of the customer's total Centrex stations.
- e.    The rates contained herein are for central office facilities and local loops only. The applicable interexchange and intraoffice mileage and termination charges will be charged for private lines and foreign exchange lines separately. Toll charges may apply for interexchange calls within a particular subscriber calling group.
- f.    Termination Liability

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.3.19 of this Product Guide will apply.



PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
1<sup>st</sup> Revised PAGE 22

EFFECTIVE: May 1, 2025

CENTREX SERVICE

12.4 RATES AND CHARGES (Cont'd)

12.4.2 **Basic Feature Package Charges:**

- a. Centrex Access Trunk Charges See Business NAR  
Access Line Charge  
Section 3.3

- b. Centrex Line and Feature Service Charges:

Lines 2 - 4	\$11.25 monthly, per line	
Lines 5 - 24 <sup>(1)</sup>	10.75 monthly, per line	
Lines 25 - 49 <sup>(2)</sup>	9.95 monthly, per line	
Lines 50+ <sup>(3)</sup>	09.05 monthly, per line	(l)

<sup>(1)</sup>Rates are applicable to all lines up to 24 lines.

<sup>(2)</sup>Rates are applicable to all lines up to 49 lines.

<sup>(3)</sup>Rates are applicable for 50 lines and greater.

12.4.3 **Rate Stabilization Plan**

Under the Company's rate stabilization plan, customers who desire to enter into a Centrex term commitment of five, seven, or 10 years will receive discounts on the line and feature service rate in accordance with the following schedule:

<u>Term Commitment</u>	<u>Rate</u>
<b><u>5 Yr Line Rates</u></b>	<b><u>4% Discount</u></b>
Lines 2 - 4	\$10.80 monthly, per line
Lines 5 - 24 (all lines up to 24)	10.32 monthly, per line
Lines 25 - 49 (all lines up to 49)	9.55 monthly, per line
Lines 50+ (all lines 50 and greater)	8.69 monthly, per line

<b><u>7 Yr Line Rates</u></b>	<b><u>5% Discount</u></b>
Lines 2 - 4	\$10.69 monthly, per line
Lines 5 - 24 (all lines up to 24)	10.21 monthly, per line
Lines 25 - 49 (all lines up to 49)	9.45 monthly, per line
Lines 50+ (all lines 50 and greater)	8.60 monthly, per line

<b><u>10 Yr Line Rates</u></b>	<b><u>7% Discount</u></b>
Lines 2 - 4	\$10.46 monthly, per line
Lines 5 - 24 (all lines up to 24)	10.00 monthly, per line
Lines 25 - 49 (all lines up to 49)	9.25 monthly, per line
Lines 50+ (all lines 50 and greater)	8.42 monthly, per line

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 23

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.4 RATES AND CHARGES (Cont'd)

12.4.4 **Service Establishment Charge**

The following charges will apply for establishing the Centrex customer group:

	<u>Nonrecurring Charge</u>
a. Primary or Secondary Service Order Charge	*
b. Centrex Group Establishment Charge	\$50.00
c. Charge per Centrex Line	10.00

\* See Section 4.

12.4.5 **Adds, Moves and Changes Charge**

Changes to the Centrex system at the customer's request will be charged at the rates specified below on a per activity basis.

- a. Adding new Centrex lines:
  - A Secondary Service Order Charge and a C.O. work charge, as specified in Section 4 apply.
- b. Adding System Features:
  - In addition to a Secondary Service Order Charge, charges are as specified in 12.4.8 below.
- c. Adding/Changing Station Features
  - In addition to a Secondary Service Order Charge, there will be a \$5.00 per line charge for adding or changing station features on an existing Centrex line unless charges are specified in 12.4.7 following.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 12  
ORIGINAL PAGE 24**

**EFFECTIVE: NOVEMBER 18, 2014**

**CENTREX SERVICE**

**12.4 RATES AND CHARGES (Cont'd)**

**12.4.6 PBX Centrex Charges**

Centrex Service and features may be extended to PBX customers at the rates specified below. These rates are in addition to the applicable NAR rate specified in Section 3.3.

	<u>Monthly Charge</u>
a. Add-on rate, per PBX trunk*	\$15.00

**12.4.7 Optional Station Feature Charges, per station**

	<u>Monthly Charge</u>	<u>Connection Charge<sup>(1)</sup></u>
a. Business/Display set interface with up to:		
- 10 SCA MADNs and/or Feature Appearances**	\$ 3.50	\$ 20.00
- 30 SCA MADNs and/or Feature Appearances**	5.50	20.00
- 50 SCA MADNs and/or Feature Appearances**	7.70	20.00
b. Call Forward Busy Line - Programmable	.75	-
c. Call Forward No Answer - Programmable	.75	-
d. Call Request - Station Message Waiting	.75	-
e. Cancel Call Waiting	.75	-
f. Conference - Six Way	1.50	-

<sup>(1)</sup> Connection charges, if specified, apply to new or existing service.

\* Includes basic features only.

\*\* These charges apply to single-call-arrangement (SCA) multiple appearance directory numbers (MADNs) only. Charges for multiple-call-arrangement (MCA) MADNs will be in addition to these charges. Each appearance of an MCA MADN will be charged the full Centrex line and feature rate.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 25

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.4 RATES AND CHARGES (Cont'd)

12.4.7 Optional Station Features (Cont'd)

	<u>Monthly Charge</u>	<u>Connection Charge (1)</u>
g. Dial Call Waiting	\$ .75	-
h. Directed Call Park	.75	-
i. Directed Call Pick-Up With Barge In	1.00	-
j. Do Not Disturb - Station Activated	1.00	-
k. Message Waiting Lamp Interface	.75	
\$ 20.00		
l. Executive Busy Override	1.50	
m. Speed Call, Individual Long List	1.50	-
n. Voice/Data Protection	1.00	-

12.4.8 Optional System Feature Charges

a. Automatic Route Selection <sup>(1)</sup>	2.00 <sup>(2)</sup>	5.00 <sup>(3)</sup>
- Per ARS Pattern Change		100.00
b. Datalink Attendant Console Interface	25.00	100.00

(1) Connection Charges, if specified, apply to new or existing service.

(2) Per Centrex line - \$100.00 Maximum.

(3) Per Centrex line - \$250.00 Maximum.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 26

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.4 RATES AND CHARGES (Cont'd)

12.4.8 Optional System Feature Charges (Cont'd)

	<u>Monthly Charge</u>	<u>Connection Charge (1)</u>
c. Direct Inward System Access		
- Per Centrex System	50.00	30.00
- Per Authorization Code	2.00	-
d. Discrete Identification		
- Per FX or InWATS Line Terminated	5.00	20.00
e. Hospital Communications/Do Not Disturb	35.00	50.00
f. Loudspeaker & Radio Paging Access		
- Per Paging Access Line	25.00	50.00
g. Meet Me Conference		
- Per Conference Directory Number	9.50	20.00

(1) Connection charges, if specified, apply to new or existing service.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 12  
ORIGINAL PAGE 27**

**EFFECTIVE: NOVEMBER 18, 2014**

**CENTREX SERVICE**

**12.4 RATES AND CHARGES (Cont'd)**

**12.4.8 Optional System Features (Cont'd)**

	<u>NRC</u>	<u>Monthly Charge</u>	<u>Connection Charge (1)</u>
h. Music/Announcement on Hold		25.00	50.00
i. Preset Conference		15.00	20.00
j. Special Intercept Announcements			
- Per Intercept Announcement		25.00	50.00
k. ISDN PRI Customized Multi-line Telephone Service Access per PRI (2)	200.00		
l. ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service (2) Per block of 100 DID or individual telephone numbers Each additional number added	235.00 2.50		

(1) Connection charges, if specified, apply to new or existing service.

(2) ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per the Product Guide No. 1 in Section 10. The initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 28

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.5                    Custom Calling Local Area Signaling Service (CCLASS)**

**12.5.1    Conditions**

- a.            Centrex Custom Calling Local Area Signaling Service (CCLASS) is a group of features which will be offered to Centrex customers. CCLASS is offered as a Basic Feature Package and additional optional features.
- b.            Centrex CCLASS is subject to available facilities and limited to central offices specifically equipped to provide such service. Centrex CCLASS features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering this service.
- c.            In order to subscribe to CCLASS Basic Feature Package or the optional features, the customer must also subscribe to at least the Centrex Feature Package 1000 as specified in Section 12.5.3.a.(3) of this Product Guide.
- d.            Operator assisted calls are designed to override the feature calls for emergency purposes.

**12.5.2    Description of Features**

- a.            Basic Feature Package

Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 12  
ORIGINAL PAGE 29

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

12.5 Custom Calling Local Area Signaling Service (CCLASS) (Continued)12.5.2 Description of Features (Continued)

## a. Basic Feature Package (Continued)

Automatic \*69 Call Return - Allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call. This feature is offered on a monthly subscription basis.

**General Disclaimer/Conditions:**

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. In some areas Call Block can announce the calling party's telephone number unless the calling party uses Cancel Calling Number Delivery. Single line customers with Cancel Calling Number Delivery, per line, can make all calls with the delivery of their calling number marked as "Private". When Cancel Calling Number Delivery is activated, per call, by the calling party, a private status message will be announced instead of the telephone number.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 30

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.5                    Custom Calling Local Area Signaling Service (CCLASS) (Continued)**

**12.5.2                Description of Features (Continued)**

a.                    Basic Feature Package (Continued)

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forward is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forward is activated, only calls from the pre-specified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 31

EFFECTIVE: NOVEMBER 18, 2014

### CENTREX SERVICE

#### 12.5 Custom Calling Local Area Signaling Service (CCLASS) (Continued)

##### 12.5.2 Description of Features (Continued)

###### b. Optional Features

Caller ID-Number is an arrangement which permits a customer with Local Exchange Service other than Foreign Central Office Service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. If the incoming call is from a caller who subscribes to Smart Ring<sup>sm</sup> service, the telephone number transmitted will always be the main number rather than the Smart Ring<sup>sm</sup> service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 32

EFFECTIVE: NOVEMBER 18, 2014

**CENTREX SERVICE**

**12.5                    Custom Calling Local Area Signaling Service (CCLASS) (Continued)**

**12.5.2                Description of Features (Continued)**

b.                    Optional Feature Packages (Continued)

Caller ID-Number (Continued)

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID-Number are intended solely for the use of the Caller ID-Number subscriber.

Selective Blocking

(Per Call) allows a customer to prevent their telephone number or name and number on a per-call basis from being seen by someone with Caller ID-Number or Caller ID-Name and Number service or from being announced to someone with Automatic Call Return or Call Block service. When the feature is activated before a call, a private status message will be sent instead of the number or name and number.

This feature will be available, without presubscription, at no charge.

Complete Blocking

(Per Line) allows a single-line customer to make all calls with the delivery of their calling number or name and number marked as "private".

If the preassigned activation code (\*82) is dialed on the line, the calling number or name and number will be delivered.

This feature will be available, upon request of the customer, at no charge.

VIP Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 12  
ORIGINAL PAGE 33

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

12.5 Custom Calling Local Area Signaling Service (CCLASS) (Continued)12.5.2 Description of Features (Continued)

## b. Optional Feature Packages (Continued)

Caller ID-Name and Number is an arrangement that is provided as an enhancement to Caller ID-Number and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone name and number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID-Name and Number customer from seeing the calling telephone name and number display by activating Selective Blocking (per call) or Complete Blocking (per line). When the calling party uses this blocking capability, the Caller ID-Name and Number customer will receive an indication on the Caller ID-Name and Number equipment that the display of the calling telephone name and number has been suppressed.

If the incoming call is from a caller who subscribes to Smart Ring<sup>sm</sup> service, the telephone number transmitted will always be the main number rather than the Smart Ring<sup>sm</sup> service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Name and Number will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers and names are not available on operator handled or credit card calls.

Telephone numbers and names transmitted via Caller ID-Name and Number are intended solely for the use of the Caller ID-Name and Number subscriber.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

\_ Registered Servicemark

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 12  
ORIGINAL PAGE 34

EFFECTIVE: NOVEMBER 18, 2014

## CENTREX SERVICE

12.5 Custom Calling Local Area Signaling Service (CCLASS) (Continued)

## 12.5.2 Description of Features (Continued)

## b. Optional Feature Packages (Continued)

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace service the customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's serving law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
ORIGINAL PAGE 35

EFFECTIVE: NOVEMBER 18, 2014

CENTREX SERVICE

12.5 Custom Calling Local Area Signaling Service (CCLASS) (Continued)

12.5.3 Rates and Charges

- a. The following rates apply per line group.

	Monthly Rate
<u>Basic Feature Package</u>	
Up to 25 lines	\$ 40.00
Up to 50 lines	80.00
Up to 100 lines	160.00
Up to 200 lines	320.00
201 lines and over	640.00
<u>Caller ID-Number</u>	
Up to 25 lines	7.00
Up to 50 lines	14.00
Up to 100 lines	28.00
Up to 200 lines	56.00
201 lines and over	112.00
<u>Selective Blocking</u>	
(Per Call)	-
<u>Complete Blocking</u>	
(Per Line)	-
<u>Caller ID-Name and Number</u>	
Up to 25 lines	25.00
Up to 50 lines	50.00
Up to 100 lines	100.00
Up to 200 lines	200.00
201 lines and over	400.00
<u>Call Trace</u>	
Per line	6.00
<u>VIP Alert</u>	
Up to 25 lines	8.00
Up to 50 lines	16.00
Up to 100 lines	32.00
Up to 200 lines	64.00
201 lines and over	128.00

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 12  
3<sup>rd</sup> Revised PAGE 36

EFFECTIVE: May 1, 2025

CENTREX SERVICE

**12.6      Custom Line Telephone Service**

**12.6.1      General**

Frontier concurs in the general service, conditions, features, and in the rates and charges for Custom Line Telephone Service as filed by Frontier in its Product Guide No. 1 Section S12.22 <sup>1</sup>.

Customers subscribing to the Local Calling Plan, Community Plus Plan, will be assessed the monthly rates as shown in Section S12.6.2 of this Product Guide in lieu of the Basic Service rate in Section S12.22.4 of the General Customer Services Tariff.

**12.6.2      Rates and Charges**

**a.      Custom Line Telephone Basic Service**

	<u>Monthly Rate</u> <sup>1</sup>	<u>24-Month Term Rate</u> <sup>2</sup>	<u>36-Month Term Rate</u> <sup>3</sup>
Local Calling Plan, Community Plus Plan, each line	\$92.00 (I)	\$45.00	\$43.00

<sup>1</sup> An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. Refer to the Frontier Telephone Companies Tariff FCC No. 6 for rates.

<sup>2</sup> The Custom Line Telephone Service 24-Month Term Option is no longer available to new subscribers as of June 19, 2010. Existing subscribers may move, add, or delete lines to their existing service and may continue their 24-Month term option up to December 18, 2012, or until the expiration of their current contract.

<sup>3</sup> Effective 6-19-2010.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Page No.</u>
<b>13.1     <u>EXTENSION STATION SERVICE</u></b>	
13.1.1     General	1
<b>13.2     <u>TIE LINE SERVICE</u></b>	
13.2.1     General	2
<b>13.3     <u>TOUCH CALLING SERVICE</u></b>	
13.3.1     General	3
13.3.2     Application of Charges	3-4
13.3.3     Rates and Charges	4
<b>13.4     <u>CUSTOMIZED CODE RESTRICTIONS (CCR)</u></b>	5
13.4.1     General	5
13.4.2     Customized Code Restrictions Options	5
13.4.3     Rates and Charges	5
<b>13.5     <u>CALLING SERVICES</u></b>	
13.5.1     Definitions	6
13.5.2     General	6.1
13.5.3     Rates and Charges	7
13.5.4     Custom Calling Local Area Signaling Service	7.1
13.5.5     Flexible Packaging	7.7
13.5.6     150 Satellite Channel Programming PAC	7.9
13.5.7     Features Plan - Business	7.11
<b>13.6     <u>SELECTIVE CLASS OF CALL SCREENING</u></b>	
13.6.1     General	8
13.6.2     Rates and Charges	
<b>13.7     <u>CUSTOM REDIRECT SERVICE</u></b>	
13.7.1     General	9
13.7.2     Rates and Charges	9
<b>13.8     <u>DIRECT INWARD DIALING SERVICE</u></b>	
13.8.1     General	10-11
13.8.2     Rates	11
<b>13.9     <u>REMOTE CALL FORWARD</u></b>	
13.9.1     General	12-13
13.9.2     Rates And Charges	13-14
13.9.3     Temporary RCF Service	14



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL CONTENTS PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS (Cont'd)

		<u>Page No.</u>
13.10	<u>Duplicate Bill Charges</u>	15
	13.10.1 General (Concurrence)	15
	13.10.2 Rates and Charges (Concurrence)	15
13.11	<u>Distinctive Ring</u>	
	13.11.1 General	16
	13.11.2 Regulations	16
	13.11.3 Rates and Charges	16
13.12	<u>Billed Number Screening</u>	17
13.13	<u>Rotary Line Service</u>	18
13.14	<u>Direct Inward-Outward Dialing Service</u>	19
	13.14.1 General	19
	13.14.2 Regulations	19
	13.14.3 Rates and Charges	20
13.15	<u>Reserve Telephone Numbers</u>	
	13.15.1 General	21
13.16	<u>Three-Digit Dialing Service (511)</u>	22
	13.16.1 General	22
	13.16.2 Service Requirements and Conditions	23
	13.16.3 Rates and Charges	26
13.17	<u>Three-Digit Dialing Service (811)</u>	27
	13.17.1 General (Concurrence)	27
	13.17.2 Rates and Charges (Concurrence)	27

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.1     EXTENSION STATION SERVICE**

**13.1.1     General**

- a.     Customers on record prior to the Effective Date of this Product Guide will be provided Extension Station Service according to the Regulations, Rates and Charges as specified in Section 113.7 of this Product Guide.
- b.     Extension Station Service provided to new customers on or after the Effective Date of this Product Guide will be billed in accordance with the Regulations, Rates and Charges governing Off-Premises Extension Service as filed by Frontier in its Product Guide No. 1, Section S13.2 Provision for Circuits Connecting Stations.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.1 EXTENSION STATION SERVICE (Cont'd)**

13.1.1 RESERVED FOR FUTURE USE

**13.2 TIE LINE SERVICE**

**13.2.1 General**

- a. Customers on record prior to the Effective Date of this Product Guide will be provided Extension Station Service according to the Regulations, Rates and Charges as specified in Section 113.8 of this Product Guide.
- b. Tie Line Service provided to new customers on or after the Effective Date of this Product Guide will be billed in accordance with the Regulations, Rates and Charges governing Off-Premises Extension Service as filed in its Product Guide No. 1, Section S13.2 Provision for Circuits Connecting Stations.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.2    TIE LINE SERVICE (Cont'd)**

**13.2.1    General (Cont'd)**

- d.    Tie lines are not furnished to connect a flat rate private branch exchange switchboard with a message rate private branch exchange switchboard.
- e.    For charges for tie lines connecting switchboards not in the same exchange area, see Section 8 "Foreign Exchange Service".

**13.3    TOUCH CALLING SERVICE**

**13.3.1    General**

- a.    Touch Calling Service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.
- b.    The service is furnished for use with individual and party lines and PBX trunks. It may be furnished to any or all subscribers on a party line.
- c.    Touch Calling Service, for individual, party line service, and PBX trunks, requires special central office equipment and will be provided from central offices where facilities are available.

**13.3.2    Application of Charges**

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.3 TOUCH CALLING SERVICE (Cont'd)

13.3.3 Rates and Charges

- a. The following charges are in addition to any applicable charges for access line service.

	<u>Monthly Rate</u>
(1) Individual line service	
Business, per line	\$.00
Residence, per line	.00
(2) PBX trunk service	
Business, per line	.00

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.4 CUSTOMIZED CODE RESTRICTIONS (CCR)

##### 13.4.1 General

- a. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 800/877/888 calling.
- b. Customized Code Restrictions will be available to exchange customers with Individual Line Residence Service, Business Service, Semipublic telephone service, PBX trunk service, and key trunk services.
- c. Customized Code Restrictions are furnished only from central office which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- d. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.

##### 13.4.2 Customized Code Restrictions Options

- a. Option #1  
Restricted Codes  
976  
1 + 976  
1 + 900

##### 13.4.3 Rates and Charges

- a. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

##### 1. Option #1 \*\*,

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Residence Line, each	-	-
(b) Business Line, each	-	-

\* Service ordering charges do not apply for establishment or discontinuation of service.

\*\* 1 + 976 restrictions are applicable only to calls within the subscriber's area code.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.5 CALLING SERVICES**

**13.5.1 Definitions**

- a. Call Waiting/Cancel Call Waiting – This service signals a subscriber talking on his line that another call has been placed to his line. The subscriber may place either call on hold while talking to the other. This service also allows a subscriber to cancel the Call Waiting service on a per call basis using a specific code. Call Waiting/Cancel Call Waiting service also includes Call Waiting ID which interacts with Caller ID service.
- b. Call Forward – This provides an arrangement for transferring an incoming call to another telephone number by dialing a code at the Call Forward station. Calls may be transferred to either a local or a long distance message telecommunications point, subject to the availability of the necessary facilities. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.
- c. Call Forward Busy - Fixed - Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forward Busy customer.
- d. Call Forward No Answer - Fixed - Permits the customer to have incoming calls not answered after a predetermined number of rings to be automatically transferred to another dialable telephone number. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forward No Answer customer.
- e. Call Forward Busy/No Answer – Fixed – When the called access arrangement is busy or encounters a no answer condition, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 **CALLING SERVICES (Cont'd)**

13.5.1 **Definitions (Cont'd)**

- f. Three-Way Calling – This service enables a third party to be added to a two-way conversation without operator assistance.
- g. Speed Dialing – This service permits up to eight (8) pre-designated telephone numbers to be accessed by dialing a one-digit code. Up to 30 pre-designated telephone numbers can be accessed by a two-digit code.
- h. Single Line Intercom (SLI) Service – This service enables a subscriber with a private line to ring his extensions, including off premises extensions, by dialing his telephone number.
- i. Toll Restriction – a service which restricts access to the toll network.
- j. Multiple Simultaneous Call Forward – Multiple Simultaneous Call Forward allows a Call Forward customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number.

Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths requested/provided cannot exceed the number of exchange lines/trunks in the hunt group the forwarded calls are directed from.

Multiple Simultaneous Call Forward is available only as an enhancement to Call Forward-Variable

13.5.2 **General**

- a. Frontier calling services are furnished subject to the availability of special central office facilities.
- b. Frontier calling services are available to residence and business customers with one party telephone service only.
- c. No assurance can be given that transmission will be fully satisfactory during conference and Call Forward calls.
- d. Satisfaction Guarantee

If at any time the customer notifies Frontier that he is not satisfied with his current Frontier calling services and requests that it (they) be removed, the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Satisfaction Guarantee will apply to all Frontier calling services listed in this Section.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
8<sup>TH</sup> REVISED PAGE 8

EFFECTIVE: April 1, 2025

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 **CALLING SERVICES (Cont'd)**

13.5.3 **Rates and Charges** Note 1

	Monthly Rate	
	Per C.O. Line Equipped	
	<u>Residence</u>	<u>Business</u>
Call Forward <small>Note 2</small>	\$8.00	\$8.25
Call Forward Busy - Fixed	\$7.75	\$7.00
Call Forward No Answer - Fixed	\$6.75	\$6.00
Call Forward Busy/No Answer – Fixed	\$8.00	\$7.00
Three-Way Calling <small>Note 2</small>	\$9.25	\$9.25
per occurrence/activation <small>Note 3</small>	\$3.50	\$3.00
maximum per occurrence charges	\$15.00	\$15.00
Toll Restriction	\$1.50	\$2.50
Speed Dialing (8 code) <small>Note 4</small>	\$3.75	\$3.75
Speed Dialing (30 code) <small>Note 2</small>	\$6.50	\$6.50
Single Line Intercom Service (SLI)	\$1.46	\$1.46
Call Waiting/Cancel Call Waiting <small>Note 2</small>	\$9.75	\$25.25 (I)
Distinctive Ring	\$6.99	\$7.50

	Monthly Rate	
	Per C.O. Line Equipped	
	<u>Residence</u>	<u>Business</u>
Packages: <small>Note 4</small>		
Any two services except: <small>Note 4</small>		
Speed Dialing or		
Call Waiting/Cancel Call Waiting	\$2.50	\$4.50
Any three services except: <small>Note 4</small>		
Speed Dialing or		
Call Waiting/Cancel Call Waiting	\$3.50	\$5.50

Service Charges:

There are no Service Charges applicable when Calling Services are provided at the same time as the business or residence individual line service is established or when ordered within the first 60 days of the customer's service establishment date. Subscribers requesting Calling Services after 60 days from the customer's service establishment date will be requested to pay the Secondary Service Order Charge as specified in Section 4 of this Product Guide.

- Note 1: Calling Services are not available on any P.A.B.X. All services except Call waiting are available to Key Systems. Calling Services are furnished subject to the availability of associated central office equipment and facilities.
- Note 2: Refer to Sections 13.5.5 for flexible packaging and 13.5.6 for 150 Satellite Channel Programming PAC offers and discounts on these services.
- Note 3: Per occurrence/activation rate applies upon completion and bridging of second call.
- Note 4: Limited to existing customers at their existing locations effective July 20, 2014.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 Custom Calling Local Area Signaling Service

a. Conditions

- (1) Custom Calling Local Area Signaling Service is a group of Frontier calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- (3) Operator assisted calls are designed to override the feature calls for emergency purposes.
- (4) Coin phones will not be enabled with Custom Calling Local Area Signaling Services, just as they are not enabled with other Frontier calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the services will be permitted.
- (5) Satisfaction Guarantee

If at any time the customer notifies Frontier that he is not satisfied with his current Frontier calling services and requests they/it be removed, the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Satisfaction Guarantee will apply to all Custom Calling Local Area Signaling Services listed in this Section.

b. Description

- (1) \*66 Busy Number Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

\*66 Busy Number Redial is offered on a per line (monthly charge) or on a per occurrence/activation basis. When Busy Redial is activated on a per occurrence basis the per occurrence rate applies each time the feature is activated. A maximum of 10 occurrences/activations per billing period will apply. Customers who inquire about the occurrence/activation charge(s), the first time they are billed for the charge(s), will be issued credit equal to the occurrence/activation charge(s). Customers do not have to contact Frontier to order the Busy Redial-Per Occurrence/Activation feature; this feature will be provided on each line via the central office equipment. Customers who prefer not to have spontaneous access to this feature may call to request it be removed/blocked. Removal/blocking will be provided at no charge to the requesting customer and no service ordering charges will apply to request the removal/blocking.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (2) \*69 Call Return - \*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

When Complete (per line) or Selective Blocking (per call) is activated, by the calling party, a private status message will be announced and number announcement and call completion using \*69 is prevented.

\*69 Call Return is offered on a per line (monthly charge) or on a per occurrence/activation basis. For \*69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using \*69 will apply.

When \*69 is activated on a per occurrence basis the per occurrence rate applies each time the feature is activated. A maximum of 10 occurrences/activations per billing period will apply. Customers who inquire about the occurrence/activation charge(s), the first time they are billed for the charge(s), will be issued credit equal to the occurrence/activation charge(s). Customers do not have to contact Frontier to order the \*69-Per Occurrence/Activation feature; this feature will be provided on each line via the central office equipment. Customers who prefer not to have spontaneous access to this feature may call to request it be removed/blocked. Removal/blocking will be provided at no charge to the requesting customer and no service ordering charges will apply to request the removal/blocking.

- (3) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.
- (4) Selective Call Rejection allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. In some areas Selective Call Rejection can announce the calling party's telephone number unless the calling party uses Complete or Selective Blocking. Single line customers with Complete Blocking (per line), can make all calls with the delivery of their calling number marked as "Private." When Selective Blocking (per call) is activated, by the calling party, a private status message will be announced instead of the telephone number.
- (5) Selective Call Forward is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selective Call Forward is activated, only calls from the prespecified numbers will be forwarded.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.5 CALLING SERVICES (Continued)**

**13.5.4 Custom Calling Local Area Signaling Service (Continued)**

b. Description (Continued)

- (6) Selective Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- (7) Caller ID-Number Only \* is an arrangement which permits a customer with Local Exchange Service other than Foreign Central Office Service to receive the calling telephone number for non-blocked calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service, subject to technical and other limitations including availability of the number for forwarding. The calling telephone number typically will be delivered by the second ring. If the calling telephone number is not available for forwarding to the called party, the customer's display device may show "OUT OF AREA" and in some cases, dashes (--- ---), for the non-available numbers. If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number Only will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network services described herein.

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID-Number Only are intended solely for the use of the Caller ID-Number Only subscriber.

\* Limited to existing customers at their existing locations effective July 20, 2014.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 12

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(8) Selective Blocking

(Per Call) allows a customer to prevent their telephone number or name and number on a per-call basis from being seen by someone with Caller ID or Caller ID-Number Only service or from being announced or completed to someone with \*69 or Call Block service. When the service is activated before a call, a private status message will be sent instead of the number or name and number.

When a customer utilizing Selective Blocking calls an Anonymous Call Block customer, the call will not be completed. The call will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number or name and number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

This service will be available, without presubscription, at no charge.

(9) Complete Blocking

(Per Line) allows a single-line customer to make all calls with the delivery of their calling number or name and number marked as "private" and prevents their telephone number or name and number from being seen by someone with Caller ID or Caller ID-Number Only service or from being announced or completed to someone with \*69 or Call Block service.

When a customer utilizing Complete Blocking calls an Anonymous Call Block customer, the call will not be completed. The call will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number or name and number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

If the preassigned deactivation code for Complete Blocking (per line) is dialed on the line, the calling number or name and number will be delivered.

This service will be available, upon request of the customer, at no charge.

- (10) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call tracing service the customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 13

EFFECTIVE: NOVEMBER 18, 2014

# MISCELLANEOUS SERVICE ARRANGEMENTS

## 13.5 CALLING SERVICES (Continued)

### 13.5.4 Custom Calling Local Area Signaling Service (Continued)

#### b. Description (Continued)

- (11) Caller ID is an arrangement that is provided as an enhancement to Caller ID-Number Only and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Caller ID will include Anonymous Call Block at no additional charge. Customers may activate or deactivate Anonymous Call Block by dialing a preassigned activation or deactivation code. When activated, Anonymous Call Block will block/reject calls from callers who have blocked delivery of their name and telephone number using either Selective Blocking or Complete Blocking. Such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated. Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 14

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 **Custom Calling Local Area Signaling Service (Continued)**

b. Description (Continued)

(11) Caller ID (Continued)

Telephone numbers and names transmitted via Caller ID are intended solely for the use of the Caller ID subscriber.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

(12) Anonymous Call Block

Anonymous Call Block is an arrangement that allows the called party to block/reject calls from callers who have blocked delivery of their name and telephone number, using either Selective Blocking or Complete Blocking. When Anonymous Call Block is activated, such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

Customers may activate or deactivate this arrangement by dialing a preassigned activation or deactivation code. Confirmation announcements will confirm activation and deactivation of the feature. The called party's telephone will not ring when the feature is activated and the calling party will be routed to the recorded announcement.

Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company.

Anonymous Call Block will be offered at no charge to Caller ID and Caller ID-Number Only customers. A charge will apply to non-Caller ID customers who subscribe to the Anonymous Call Block feature.

**PRODUCT GUIDE NO. 2**

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 13  
8<sup>TH</sup> REVISED PAGE 15**

**EFFECTIVE: April 1, 2025**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.5      CALLING SERVICES (Continued)**

**13.5.4      Custom Calling Local Area Signaling Service (Continued)**

c.      Rates

- (1)      The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section 4 of this Product Guide, except as shown herein.

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Anonymous Call Block, per line	\$6.00	\$6.50
*66 Busy Number Redial, per line <sup>Note 1</sup>	\$6.50	\$6.99
per occurrence/activation	\$3.50	\$3.00
maximum per occurrence charges	\$15.00	\$15.00
*69 Call Return, per line <sup>Note 1</sup>	\$6.50	\$6.9
per occurrence/activation	\$3.50	\$3.00
maximum per occurrence charges	\$15.00	\$15.00
Priority Call, per line <sup>Note 1</sup>	\$5.50	\$6.5
Selective Call Rejection, per line <sup>Note 1</sup>	\$5.20	\$5.80
Call Trace, per occurrence/activation	\$8.25	\$8.75
maximum per occurrence charges	\$32.50	\$32.50
Selective Call Forward, per line <sup>Note 1</sup>	\$6.50	\$6.99
Selective Call Acceptance, per line <sup>Note 1</sup>	\$5.30	\$5.50
Caller ID-Number Only with Anonymous Call Block, per line <sup>Note 1, 2</sup>	\$9.75	\$27.00 (I)
Caller ID with Name, per line	\$13.75	\$29.75 (I)
Selective Blocking (per call)	-	-
Complete Blocking (per line)	-	-
Multiple Simultaneous Call Forward, per line	N/A	\$5.50
Remote Activated Call Forward, per line	\$7.00	\$6.20
Enhanced Call Forward, per line	N/A	\$13.00

Note 1:      Refer to Sections 13.5.5 for flexible packaging and 13.5.6 for 150 Satellite Channel Programming PAC offers and discounts on these services.

Note 2      Limited to existing customers at their existing locations effective July 20, 2014.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 16

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates (Continued)

(1) (Continued)

	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residence</u>
Feature Pack 4400 * (includes Call Waiting, Busy Redial (per line), *69 (per line), and Call Block, each line	-	\$ 9.50
Feature Pack 4900 * (includes Call Waiting, Call Forwarding, Speed Dialing 8, 3-Way Calling, Busy Redial (per line), *69 (per line), Priority Call and Call Block), each line	-	13.25
Multi Package Residential Offer - Option A *, each line: INCLUDES: Anonymous Call Block, Busy Redial, *69 (per line), Call Block, Call Forward, Call Waiting, Call Waiting ID (where available), Caller ID, Cancel Call Waiting, Distinctive Ring, Do Not Disturb, Select Call Forward, Speed Dialing 8-Number, Three-Way Calling, and Priority Call.	-	19.00
Multi Package Residential Offer - Option B *, each line: INCLUDES: *69 (per line), Call Block, Call Forward, Call Waiting, Cancel Call Waiting, and Three-Way Calling.	-	12.00

\* Limited to existing customers at their existing locations effective July 20, 2014.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 17

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Continued)

13.5.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates (Continued)

- (2) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established or when ordered within the first 60 days of the customer's service establishment date.
- (3) When services are added or rearranged on an existing line after 60 days from the customer's service establishment date, the Secondary Service Ordering charge as specified in Section 4.3.1.b. of this Product Guide will apply. (Note: The Central Office charge does not apply when services are added or rearranged).
- (4) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 18

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 **CALLING SERVICES (Cont'd)**

13.5.5 **Flexible packaging**

a. General

Flexible packaging offers a monthly discount on specific Calling Services.

Flexible packaging is available to residence individual line customers only.

When the customer orders four (4) or more of the eligible services, the discount applies to all eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be on the same residence account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

When a customer orders services which qualify for a Feature Package, such as Feature Pack 4400 in Section 13.5.4.c., and that Feature Package offers a lower rate than would apply for the same services under the flexible packaging offering, the lower rate for the Service Package will apply.

If the customer removes an eligible service (or services) so that the total subscribed to for this package is less than four (4) the discount percentage will no longer apply.

The customer's rate for the remaining services will be the lower of the following:

- (1) the sum of the individual service rates as specified in Section 13.5.3 and 13.5.4.c. of this Product Guide,
- (2) if the customer's remaining services qualify as a Package, the Package rates as specified in Section 13.5.3 or 13.5.4.c. of this Product Guide will apply.

The following services are eligible for the flexible packaging discount offering:

Busy Redial, per line  
\*69, per line  
Call Block  
Call Forward  
Call Waiting  
Call Waiting/Cancel Call Waiting  
Caller ID-Number Only with Anonymous Call Block  
Caller ID with Name  
Distinctive Ring  
Do Not Disturb  
Select Call Forward  
Speed Dialing (8 Code)  
Speed Dialing (30 Code)  
Three Way Calling  
Priority Call

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 19

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Cont'd)

13.5.5 Flexible packaging (Cont'd)

b. Rates and Charges

- |     |                  |     |
|-----|------------------|-----|
| (1) | Monthly Discount | 40% |
| (2) | Service Charges  |     |

Service Charges are not applicable when an order is placed that qualifies the customer for the flexible packaging discount (customer orders 4 or more eligible services) or when a flexible packaging customer adds to or rearranges their services, provided they retain at least four (4) of the eligible services.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 20

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.5      CALLING SERVICES (Cont'd)**

**13.5.6      150 Satellite Channel Programming PAC**

a.      General

150 Satellite Channel Programming PAC offers a monthly discount on specific Calling Services and/or CCLASS.

150 Satellite Channel Programming PAC is available to business individual line customers only.

When the customer orders three (3) or more of the eligible services, the discount applies to all eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

When a customer orders services which qualify for a Package, as in Section 13.5.3, and that Package offers a lower rate than would apply for the same services under the 150 Satellite Channel Programming PAC offering, the lower rate for the package will apply.

If the customer removes an eligible service (or services) so that the total subscribed to for this package is less than three (3) the discount percentage will no longer apply.

The customer's rate for the remaining services will be the lower of the following:

- (1)      the sum of the individual service rates as specified in Section 13.5.3 and 13.5.4.c. of this Product Guide,
- (2)      if the customer's remaining services qualify as a Package, the Package rates as specified in Section 13.5.3 of this Product Guide will apply.

The following services are eligible for the 150 Satellite Channel Programming PAC discount offering:

Busy Redial, per line  
\*69, per line  
Call Block  
Call Forward  
Call Waiting  
Call Waiting/Cancel Call Waiting  
Caller ID-Number Only with Anonymous Call Block  
Caller ID with Name  
Distinctive Ring  
Do Not Disturb  
Select Call Forward  
Speed Dialing (8 Code)  
Speed Dialing (30 Code)  
Three Way Calling  
Priority Call

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 21

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Cont'd)

13.5.6 150 Satellite Channel Programming PAC (Cont'd)

b. Rates and Charges

- |     |                  |     |
|-----|------------------|-----|
| (1) | Monthly Discount | 30% |
| (2) | Service Charges  |     |

Service Charges are not applicable when an order is placed that qualifies the customer for the 150 Satellite Channel Programming PAC discount (customer orders 3 or more eligible services) or when a 150 Satellite Channel Programming PAC customer adds to or rearranges their services, provided they retain at least three (3) of the eligible services.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 22

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Cont'd)

S13.5.7 **Features Plan - Business**

a. General

Feature Plan A, Feature Plan Complete and Feature Plan Deluxe offer business customers feature package rates that provide a discount off the regular monthly rates for the individual features. Subscription to any Features Plan - Business feature package requires that the customer commit to a one-, two-, or three-year term agreement for the service. The applicable rate for each Features Plan - Business feature package depends upon the number of years the customer agrees to subscribe to the feature package. The features included in the A, Complete and Deluxe feature packages are fixed as specified following and are not interchangeable. No feature substitutions are permitted. The Secondary Service Order Charge, specified in Section 4 of this Product Guide, is not applicable.

These packages are offered only where the specified package features are available.

The Features Plan - Business package rates reflect a discount off the regular monthly rates for the individual features included in each feature package based upon selection of one of the following term agreement periods:

- One-year commitment
- Two-year commitment
- Three-year commitment

Features Plan - Business Package Features

Feature Plan A Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Select Call Forward
- Three-Way Calling, per line

Feature Plan Complete Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Call Forward
- Three-Way Calling, per line

Feature Plan Deluxe Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Call Forward
- Three-Way Calling, per line
- \*69
- Distinctive Ring

Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring charges; Termination Liability will be waived. Thereafter, should the customer terminate the service prior to the completion of the term commitment, the Termination Liability in Section 2.3.19 of this Product Guide will apply. However, should a customer elect to upgrade their service from any Features Plan - Business term package to Customized Multi-line Telephone or Custom Line Telephone Service term service, Termination Liability will be waived.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 23

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 CALLING SERVICES (Cont'd)

S13.5.7 **Features Plan - Business (Continued)**

b. Rates and Charges

The monthly rates associated with each package are applicable per line equipped.

	<u>Monthly Rate</u>
Feature Plan A, Per Line	
1 Year	\$16.86
2 Year	15.46
3 Year	14.05
Feature Plan Complete, Per Line	
1 Year	15.42
2 Year	14.14
3 Year	12.85
Feature Plan Deluxe, Per Line	
1 Year	23.34
2 Year	21.40
3 Year	19.45

The Secondary Service Order Charge, in Section 4 of this Product Guide, is not applicable.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 24

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.6 SELECTIVE CLASS OF CALL SCREENING

13.6.1 **General**

1. Selective Class of Call Screening Service enables a customer to secure central office blocking of originating, 1+, 101XXXX1+, 10XXX1+, 976 and 900 calls. This blocking restricts outgoing toll calls from station users to only those calls which are charged collect, third number or via calling card.
2. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the caller.
3. Selective Class of Call Screening is available only from central offices which have been arranged to provide this service. The service is provided subject to the availability of facilities. SCCS is not compatible with all service offerings such as Customized Code Restriction, Section 13.4.
4. This service is available to residence and business single line customers, PBX Trunk and Centrex NAR customers.

13.6.2 **Rates and Charges**

	<u>Monthly Rate</u>	<u>Equipment Work Charge</u>
1. Establishment of Service*	\$ --	\$ .00
* Applicable for the initial arrangement of a trunk or group of trunks. Addition of a trunk to an existing trunk group will be charged for at the appropriate service charges.		

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 25

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.7 CUSTOM REDIRECT SERVICE**

**13.7.1 General**

Frontier concurs in the regulations governing Custom Redirect Service as filed by Frontier in its Product Guide No. 1, Section S13.25.

**13.7.2 Rates and Charges**

Frontier concurs in the rates and charges as filed by Frontier in its Product Guide No. 1 Section S13.25.3.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 26

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.8 DIRECT INWARD DIALING SERVICE**

**13.8.1 GENERAL**

- a. DID service is furnished subject to the availability of facilities and telephone numbers and in accordance with conditions and regulations specified in Section 2 under "Provision and Ownership of Equipment and Facilities."
- b. The service includes the central office equipment necessary for inward dialing from the exchange and toll network directly to the station lines associated with customer's premises switching equipment.
- c. The customer must subscribe to a sufficient number of access lines to insure service standards as determined by the Company.
- d. The service must be provided on all automatic access lines in a group arranged for inward dialing. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
- e. The service is provided subject to the conditions and regulations specified in Section 15.1 for customer-provided equipment.
- f. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- g. One directory listing is provided without additional charge for each PBX system. Additional directory listings will be provided in accordance with the regulations contained in Section 6.
- h. The rates and charges contained in Section 13.8.2 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.
- i.
- j. Trunks arranged for DID service may not be combined with trunk groups arranged to provided Direct Inward-Outward Dialing service. Overflow of calls between the two arrangements is not permitted.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 27

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.8 DIRECT INWARD DIALING SERVICE (Cont'd)

13.8.2 Rates and Charges

A. Central Office Components

1. Direct Inward Dialing (DID) Service

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(a) Establish trunk group and provide first group of 20 DID numbers	\$ 3.88	\$509.72
(b) Each additional group of 20 DID numbers	3.88	14.56
(c) DID Trunk Termination, each <sup>1</sup>	7.37	63.11

Note 1: In addition to the rates and charges for the DID Trunk Termination, rates and charges for Flat Rate Inward PBX Trunks as specified in Section 3 of this Product Guide apply as appropriate.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 28

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.9 REMOTE CALL FORWARD**

**13.9.1. General**

- a. Remote Call Forward (RCF) is a service whereby a call placed from a station (the originating station) to the RCF customer's telephone number (the Call Forward location) is automatically forwarded by Telephone Company central office equipment to another station designated by the RCF customer (the terminating station).
- b. Remote Call Forward service is offered subject to availability of suitable facilities.
- c. RCF service is not offered where the terminating station is a coin telephone.
- d. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forward customer.
- e. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- f. Remote Call Forward is not represented as suitable for satisfactory transmission of data.
- g. Call Forward should not be offered as a feature at the RCF terminating station.
- h. Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, additional Remote Call Forward features at the Call Forward location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities said customer's RCF service shall be subject to termination.
- i. When the Call Forward number is to be located in a multi-office exchange, the Company will determine the serving central office.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
5TH REVISED PAGE 29

EFFECTIVE: November 1, 2024

MISCELLANEOUS SERVICE ARRANGEMENTS

13.9 REMOTE CALL FORWARD (Cont'd)

13.9.1 General (Cont'd)

- j. Remote Call Forward will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forward will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area or at least all of the exchanges in the local calling area of the RCF telephone number (originating station) are included in the local calling area of the terminating station.

If additional EAS points are added to the originating station's exchange, after establishment of RCF, and these additional EAS points are not included in the local calling area of the RCF terminating station, RCF can continue until such time as the customer chooses to terminate RCF.

- k. One listing in the Alphabetical Section of the Directory covering the exchange in which the Call Forward Central Office is located is provided without additional charge.
- l. The minimum contract period for this service is two months.

13.9.2 Rates and Charges

- a. The following charges are for the Remote Call Forward feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

1) Remote Call Forward

			<u>Monthly Rate</u>
(a)	Per feature, arranged:	Residential:	\$34.00 (l)
		Business:	44.00 (l)
(b)	Remote Call Forward per additional access facility:	Residential:	34.00 (l)
		Business:	44.00 (l)
(c)	A one time charge will be assessed for implementation of service. Charges assessed will be at the rate specified in Section 4.3 for a Central Office work charge and secondary service order charge.		
(d)	Changes at the request of the customer in either the number at the Call Forward location or the number to which calls are forwarded, will be assessed a Central Office work charge and secondary service order charge as specified in Section 4.3.		

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 30

EFFECTIVE: NOVEMBER 18, 2014

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.9 REMOTE CALL FORWARD (Cont'd)

##### 13.9.2 Rates and Charges (Cont'd)

- b. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the Call Forward location, and (2) a charge for that portion of the call from the Call Forward location to the terminating station. The respective charge for each such portion shall be as follows:

- 1) Between the originating station and Call Forward location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this Product Guide for the type of call involved.

- 2) Between the Call Forward location and the terminating station.

The Remote Call Forward customer is responsible for all toll charges as specified in the applicable Product Guide sections. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

- 3) Remote Call Forward via the toll network will be limited to those exchanges which have equipment available for identification of toll billing.

##### 13.9.3 Temporary RCF Service

- a. Temporary Remote Call Forward may be subscribed for on a 90 day nonrenewable basis subject to the conditions stated in 13.9.1 above.
- b. The customer will be responsible for all rates and charges as specified in 13.9.2 above with the monthly charge replaced by a non-recurring payment as follows:

90 day service	30.00
----------------	-------

- c. No directory listing will be provided with the temporary service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 31

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.10 DUPLICATE BILL CHARGES**

**13.10.1 General**

Frontier concurs in the regulations governing Duplicate Bill Charges as filed by Frontier in its Product Guide No. 1, Section S12.20.

**13.10.2 Rates and Charges**

Frontier concurs in the rates and charges as filed by Frontier Product Guide No. 1 in its Section S12.20.2.



**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 13  
ORIGINAL PAGE 32**

**EFFECTIVE: NOVEMBER 18, 2014**

**MISCELLANEOUS ARRANGEMENTS**

**13.11 Distinctive Ring**

**13.11.1 General**

Distinctive Ring is a service which allows a customer to have one additional telephone number assigned to a local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone may be provided, where facilities permit, to customers also subscribing to call waiting. Distinctive Ring requires special office equipment and is provided only where such central office equipment and facilities are available.

**13.11.2 Regulations**

1. Distinctive Ring can be provided with other Frontier calling services found in Section 13. Frontier calling services are provided in association with the master number and the dependent number.
  - The Call Forward service is available in the following arrangement. When the Call Forward service is activated:
    - a) Calls to the master and dependent number are forwarded to the same location.
2. Distinctive Ring is not provided in association with lines equipped with Rotary Service.
3. Distinctive Ring is billed to the master number only. Service will be denied on all lines for nonpayment of bills.
4. Service charges as indicated in Section 4 will apply for the number added. At the option of the Company, during specific promotional periods, service charges may be waived in total or in part.
5. A published directory listing is included in the rate below. Directory listings must match the class of service (business/ residence) of the primary service.

**13.11.3 Rates and Charges**

		Per Month, Per Line Equipped	
		<u>Bus.</u>	<u>Res.</u>
1.	Distinctive Ring		
-	as an individual service	\$7.20	\$6.00
-	with Frontier calling services package of Call Waiting, Call Forward, Speed Call 8 and 3-Way Calling	3.00	3.00

\* Nonpublished directory listing applies as set forth in Section 6.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 34

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS ARRANGEMENTS

13.13 Rotary Line Service

13.13.1 **General**

- a. Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy the calling party will receive the busy signal.
- b. This service is furnished only when the rotary numbers are available and only in connection with individual main station lines.
- c. See Section 6 for the regulations applicable to directory listings in connection with provision of main services on a rotary basis.

13.13.2 **Rates**

- a. The rate for each rotary line is the applicable monthly rate for the local exchange service in addition to the following monthly rate for each rotary number:

	<u>Rate Groups</u>			
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Business	\$6.25	\$6.25	\$6.25	\$6.25
Residence	10.51	10.84	11.23	11.66

NOTE: The Line Hunt does not apply to PBX Trunks.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 35

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.14 DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE**

**13.14.1 GENERAL**

Direct Inward-Outward Dialing (DIOD) Service is a central office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a four-wire connection at the customer's premises. Rates for rotary line service do not apply.

**13.14.2 REGULATIONS**

- a. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges found in the Direct Inward Dialing (DID) section of this Product Guide, Section 13.8, apply to DIOD service.
- b. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- c. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.
- d. DIOD service is provided from central offices equipped to provide this service and subject to the availability of facilities.
- e. If a customer's normal serving central office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company central office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service in Section 9 of this Product Guide.
- f. When DIOD service becomes available or is subsequently requested from the central office that normally serves the customer, the service may be transferred to the normal serving central office. If the customer requests such a transfer, the customer will be subject to a change in telephone number(s) and the nonrecurring charges applicable for initial service specified in Section 4.3 of this Product Guide will apply.
- g. A change in central office equipment could require the customer to discontinue the service or obtain service from another central office. makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of central office equipment.
- h. DIOD Service is offered on a Month-to-Month basis or as a 12 or 36 months contract.
- i. The rates and charges for Direct Inward Dialing working/reserved numbers are specified in Section 13.8.2.A.1. and will apply for DIOD working/reserved numbers in addition to the trunk termination charge specified in Section 13.14.3.b.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 36

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Continued)

13.14.2 REGULATIONS (Continued)

j. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.3.19 of this Product Guide will apply.

k. Service charges, specified in Section 4.3 are applicable when DIOD service is installed or moved. In addition a nonrecurring charge of \$100.00 will apply for the initial installation of DIOD service regardless of the quantity of trunks ordered or the contract period requested.

13.14.3 Rates and Charges

		Monthly Rate
a.	Direct Inward-Outward Dialing,	
	Electronic Office - minimum of 20 numbers For each group of 20 numbers	See Section 13.8.2.A.1.
b.	Direct Inward-Outward Dialing Trunk Termination* (One required per Trunk to customer location)	
	Month-to-month	20.39
	12 Month Term	8.00
	36 Month Term	6.00

\* The DIOD trunk termination rate is in addition to the monthly trunk rate as specified in Section 3.3.1 of this Product Guide.

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.15 RESERVE TELEPHONE NUMBERS**

**13.15.1 General**

- a. Reserve Telephone Numbers are telephone numbers reserved a customer for future use.
- b. Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days, and are not guaranteed until activated in the network.
- c. Appropriate Service Order Charges, as stated in Section 4 of this Product Guide, apply.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 13  
ORIGINAL PAGE 38**

**EFFECTIVE: NOVEMBER 18, 2014**

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.16 THREE-DIGIT DIALING SERVICE (511)**

**13.16.1 General**

- a. Three-Digit Dialing Service (hereafter 511 Service) is a three-digit local dialing arrangement, for delivery of general information via voice grade facilities.
- b. In compliance with the NC Commission Order dated April 24, 2003 in Docket No. P-100, Sub 150, 511 abbreviated dialing code is designated for use as an information and referral number. The North Carolina Department of Transportation (NCDOT) (hereafter 511 customer) shall be designated the holder of 511 for use in North Carolina and can implement the abbreviated dialing code to provide access to travel information and services to the citizens and visitors of North Carolina. The designation in this Order of 511 for use by The North Carolina Department of Transportation (NCDOT) shall apply only for use on non-payphone service provider telephones.
- c. The Local Calling Area of the 511 customer shall be the basic Local Calling Area specified in Section 3 of this Product Guide, as facilities permit.
- d. To provide access to the 511 number to end users in another company's territory within the local calling area, the 511 customer must make appropriate arrangements with the company serving that territory.
- e. 511 Service can be delivered via regular exchange access lines (by individual business lines, automatic access lines, etc.).
- f. Limitations and use of service as stated in Section 2 of this Product Guide apply.
- g. Access to 511 Service is not available to the following classes of service:
  - Coin Telephone Service
  - Coin Telephone Access Service for Customer-Provided Equipment
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - Cellular - Type 2A
  - 101XXXX

In addition, operator assisted calls to the 511 number will not be completed.

- h. 511 Service will not provide calling number information in real time to the 511 customer. If the 511 customer needs this type of information, the 511 customer must subscribe to a compatible Calling Number Identification service in Section 13 of this Product Guide, as available.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 39

EFFECTIVE: NOVEMBER 18, 2014

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.16 THREE-DIGIT DIALING SERVICE (511) (Continued)

##### 13.16.1 General (Continued)

- i. The 511 customer must comply with any orders and rules, pertaining to 511 Service, adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- j. The 511 customer is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for caller to interact with one another.

##### 13.16.2 Service Requirements and Conditions

- a. The 511 customer must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing published 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the customer. This 7 or 10-digit number must be non-published. When the 511 Service is disconnected or discontinued, the 511 customer must surrender this 7 or 10-digit number as part of the 511 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned. Appropriate rates from Sections 3 and 4 of this Product Guide will apply.
- b. Use of 511 Service is subject to possible recall of the 511 code by the NANP (North American Numbering Plan) Administrator for national use. If a recall is effected by the NANP Administrator, the Company will work with the 511 customer to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The 511 customer will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 customer will be charged the appropriate Product Guide rates for the establishment of the new access arrangement.
- c. The 511 Service is provided where facilities permit. Only one 7 or 10-digit number may be used as the lead number per basic local calling area.
- d. The 511 customer should work separately with cellular companies to ascertain whether Type I cellular customers will be able to reach information services provided by dialing a 511 number. Charges for calls to the 511 number made from cellular end users will be billed to the cellular company. This may require the 511 customer to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.
- e. The 511 customer should work separately with competitive local exchange companies (CLEC) to ascertain whether their end user customers will be able to reach information service provided by dialing the 511 number. The CLEC company may bill charges for calls to the 511 number made from CLEC end users. This may require the 511 customer to enter into a contractual agreement with the CLEC company to provide 3-digit access service and the billing associated with the service.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 40

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.16 THREE-DIGIT DIALING SERVICE (511) (Continued)**

**13.16.2 Service Requirements and Conditions (Continued)**

- f. 511 Service will be provided under the following conditions:
- (1) For network sizing and protection, the 511 customer must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 511 number.
  - (2) The 511 customer is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 511 customer shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of Service as covered in Section 2 of this Product Guide is not applicable for this service.
  - (5) The 511 customer shall subscribe to adequate exchange facilities to transport the call to the 511 customer's premises.
  - (6) The 511 customer shall not promote 511 Service with the use of an autodialer or broadcasting of tones that dial a 511 number.
  - (7) The 511 customer must prominently disclose the additional cost per minute or per call for any other telephone number, i.e., 700, 900, 976, that the caller is referred to either directly or indirectly.
  - (8) The 511 customer shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 customer shall assist the Company in responding to complaints made to the Company concerning the customer's 511 service.
  - (9) A written notice will be sent to any 511 customer following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the customer makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the customer is unwilling to accept the modifications, or if the customer continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 41

EFFECTIVE: NOVEMBER 18, 2014

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.16 THREE-DIGIT DIALING SERVICE (511) (Continued)**

**13.16.2 Service Requirements and Conditions (Continued)**

- g. If a pre-recorded announcement is provided by the 511 customer, the following conditions apply:
- (1) The 511 Service customer will provide announcements. The Company will provide only the delivery of the call.
  - (2) 511 customer sponsorship of any particular announcement of recorded program service shall not preclude another 511 customer from sponsoring the same or similar announcement or recorded program service.
  - (3) The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - (4) The 511 customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (5) The 511 customer assumes, according to other specific rates and charges under the Product Guide, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the customer's premises.
- h. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the customer.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 13  
ORIGINAL PAGE 42

EFFECTIVE: NOVEMBER 18, 2014

MISCELLANEOUS SERVICE ARRANGEMENTS

13.16 THREE-DIGIT DIALING SERVICE (511) (Continued)

13.16.3 Rates and Charges

a. Application of Rates

- (1) Charges apply per Host Central Office.
- (2) The 511 customer will pay the normal charges for the local exchange access arrangements (e.g., individual access lines, automatic access lines, etc.) used for transporting and terminating messages at the 511 customer's designated premises.
- (3) Applicable service order charges as specified in Section S4 of this Product Guide will apply, in addition to the following rates.

b. Definitions of Rate Elements

- (1) Establishment of N11 Service Number, per Central Office – NRC <sup>Note 1</sup>  
This nonrecurring charge is to establish service at the customer level. This fee covers the Operational support as it relates to planning, billing, and scheduling of the service at the customer level.
- (2) Central Office Programming, per Central Office Switch – NRC  
This nonrecurring charge consists of the following tasks to turn up service on an individual Central Office basis: Service Planning - The phase includes taking the instructions developed at the customer level and planning the service implementation at each Central Office. Service Creation - This phase includes the actual work that is completed at each Central Office to program the service logic translations. Service Testing - This phase includes testing at each Central Office to insure the proper call routing is being performed. This charge also consists of the product costs of enabling each Frontier exchange to support this N11 service via database provisioning of translations in both the Central Office and the AIN platform.
- (3) Change of Point to Number, Per N11 Number, per Central Office - NRC  
Change to the Routing DN for a Specific N11 Call Center impacting a Group of exchanges. For example an N11 Service Provider needs to change the 8YY DN for a specific Call Center.

Note 1: Queries to the AIN database as estimated by the NC Department of Transportation and submitted to Frontier have been included in the Establishment of the N11 Service NRC. Frontier reserves the right to conduct an annual audit of the actual queries launched to the AIN database by the NC DOT for rate true-ups.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 13  
3rd REVISED PAGE 43

EFFECTIVE: SEPTEMBER 8, 2021

## MISCELLANEOUS SERVICE ARRANGEMENTS

13.16 THREE-DIGIT DIALING SERVICE (511) (Continued)

## 13.16.3 Rates and Charges (Continued)

c. Charges applicable to the 511 Service Customer:

		Nonrecurring <u>Charge</u>
(1)	Establishment of N11 Service Number per Central Office	\$168.00
(2)	Central Office Programming, per Central Office Switch	\$130.00
(3)	Change of Point to Number, Per N11 Service Number, per Central Office	\$ 19.00

13.17 THREE-DIGIT DIALING SERVICE (811)

## 13.17.1 General

Frontier concurs in the regulations governing Three-Digit Dialing Service (811) as filed by Frontier in its Product Guide No. 1, Section S12.27.

## 13.17.2 Rates and Charges

Frontier concurs in the rates and charges as filed by Frontier in its Product Guide No. 1 Section S12.27.4.

13.18 CONVENIENCE FEE

Frontier concurs in the rates and regulations governing Convenience Fee as filed by Frontier in its Product Guide No. 1, Section S12.28.

13.19 VACATION GET AWAY SERVICE

Frontier concurs in the rates and regulations governing Vacation Get Away Service as filed by Frontier in its Product Guide No. 1, Section S12.29.

13.20 DIGITAL BILLING

Frontier concurs in the rates and regulations governing Digital Billing as filed by Frontier in its Product Guide No. 1, Section S12.30.

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FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 14  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

### AUXILIARY EQUIPMENT

#### 14.1 VOLUME CONTROL EQUIPMENT

##### 14.1.1 General

- a. Substation volume control equipment is furnished for use of subscribers who have speech or hearing problems, to such an extent that satisfactory telephone service cannot be obtained with the type of station equipment usually provided. This equipment is provided for the use of persons with impaired hearing, with speech or hearing problems, but the Company does not hold itself out as being able to furnish equipment which will be satisfactory in all cases. Station volume control equipment is furnished at the following monthly rates which are in addition to the established rates and charges for the class of service furnished, plus any service connection, move or change charge applicable.
- b. Volume control sets for the use of persons with impaired hearing or speech are subject to the subscribers responsibility of providing evidence of the impairment.

##### 14.1.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Equipment Work Charge</u>
a. Volume Control Set, impaired	\$ .58	-

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 14  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

### AUXILIARY EQUIPMENT

#### 14.2 CODE COM SUBSCRIBER SET

##### 14.2.1 General

- a. Used in conjunction with an exchange telephone set, this set, which is equipped with a small lamp and a vibrating pad, enables the deaf and deaf-blind to receive visual and tactile representations of sound signals from distant parties and call progress signals from the central office. The set is also equipped with a sending key for use by the deaf without speech in sending coded messages to distant parties.
- b. The subscriber is required to furnish suitable commercial power and a convenient outlet for operation of the lamp.
- c. The Sending Relay Switch is a ringing current control device used to activate special signaling apparatus for the deaf and/or blind to indicate an incoming telephone call. For persons who cannot hear the telephone ring, any lamp, when plugged in this unit, will flash on and off each time the phone rings. When the lamp is off, it flashes on; if the lamp is on, it flashes off at each ring.

An additional feature is a small neon pilot light to indicate whether the system is in working order.

For someone who is blind and deaf, a small electric fan, when plugged into the unit, will signal the phone's ringing by blowing air toward the person.

##### 14.2.2 Rates and Charges

The following rates and charges are in addition to the established rates for the telephone service and to any service connection, move or change charges applicable.

	<u>Monthly Rate</u>	<u>Equipment Work Charge</u>
Code Com Subscriber Set	\$ 7.14	\$24.27
Sending Relay Switch		
KS-20614-L1	2.52	14.56
KS-20614-L2	2.86	14.56

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

CONTENTS

	<u>Page</u>
15.1 <u>GENERAL REGULATIONS</u> .....	1-4
15.2 <u>CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS</u> .....	5-7
15.3 <u>CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS</u> .....	7-8
15.4 <u>ACOUSTIC OR INDUCTIVE CONNECTIONS</u> .....	8
15.5 <u>CONNECTIONS OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT SUBJECT TO PART 68 OF FCC RULES AND REGULATIONS</u> .....	9
15.6 <u>CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT SPECIFICALLY EXCLUDED FROM THE FCC REGISTRATION PROGRAM</u> .....	10
15.7 <u>MAINTENANCE OF SERVICE DUE TO THE CONNECTION OF CUSOMTER- PROVIDED EQUIPMENT OR OTHER FACILITIES</u> .....	10
15.8 <u>RESERVED FOR FUTURE USE</u>	
15.9 <u>CERTAIN FACILITIES PROVIDED BY WESTERN UNION TELEGRAPH COMPANY</u> .....	11

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.1 GENERAL REGULATIONS**

**15.1.1 Responsibility of the Customer**

This section addresses the responsibilities and liabilities of the customer and company where customer-provided terminal equipment and communication systems interconnect with the regulated services of the Telephone Company. Customer-provided refers to any equipment purchased by the customer, or leased by the customer from the deregulated operations of the Telephone Company or from any other provider of such equipment.

Customer-provided communications equipment may be used with the facilities furnished by the Telephone Company for telecommunications services as provided in this Product Guide. In all such cases the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the regulated Telephone Company, hereafter referred to as "Telephone Company".

Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Telephone Company, except as provided for in this Product Guide.

Where telecommunications service is available under this Product Guide for use in connection with customer-provided communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's service. Upon notice from the Telephone Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference.

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

**15.1.2 Responsibility of the Telephone Company**

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications system. Telecommunications or private line service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

## CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

### 15.1 GENERAL REGULATIONS (Cont'd)

#### 15.1.2 Responsibility of Telephone Company (Cont'd)

facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or address signaling where such signaling is performed by customer-provided signaling equipment.

The Telephone Company will, at a subscriber's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications or private line service.

The Telephone Company may make changes in its telecommunications or private line services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations.

If such changes can be reasonably expected to require modification or alteration of customer-provided terminal equipment or communications systems or materially affect its performance, the Company will make a reasonable effort to notify the customer in advance, to allow the customer an opportunity to maintain uninterrupted service.

The Telephone Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Telephone Company.

#### 15.1.3 Violation of Regulations

Where any customer-provided equipment or system or communication system provided to a customer is used with telecommunications service in violation of any of the provisions in this Product Guide, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 15  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

## CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL REGULATIONS (Cont'd)15.1.3 **Violation of Regulations (Cont'd)**

ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Product Guide. The right of the Telephone Company to terminate service as provided above, includes the right to suspend the service or to disconnect such customer-provided equipment or communications system.

15.1.4 **Hazardous or Inaccessible Locations**

Customer-provided equipment which serves a location which the Telephone Company considers impracticable to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Telephone Company.

15.1.5 **Provisions of Channels and Equipment**

When the customer provides his own communications system, it is contemplated that the customer shall provide all station apparatus and associated channels which are a part of the system and which are located on the same customer's premises as the system.

15.1.6 **Recording, Reproducing, and Automatic Answering and Recording Equipment**a. **Recording of Two-way Telephone Conversations**

Telecommunications and private line services are not represented as adapted to the recording of two-way telephone conversations. Customer-provided voice recording equipment may be connected with telecommunications and private line services, in accordance with the provisions in this Product Guide, subject to one of the following conditions:

- (1) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording, or
- (2) A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use.

Requirements for one of the conditions as specified above are not required.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.1 GENERAL REGULATIONS (Cont'd)**

**15.1.6 Recording, Reproducing, and Automatic Answering and Recording Equipment (Cont'd)**

- a. Recording of Two-Way Telephone Conversations (Cont'd)
  - (1) When the equipment will be used by public fire and police departments exclusively for the receipt of intrastate fire and police calls, and attended at all times for such purpose.
  - (2) For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations for broadcast over the air so long as those activities are consistent with the applicable broadcast regulations.
  - (3) When such equipment is used by the United States Department of Defense at command centers for emergency communications transmitted over the Defense Department's private line system when connected to the telecommunications network.
  - (4) For the United States Secret Service of the Treasury Department to record Telephone conversations which endanger the safety and security of the President of the United States or members of his immediate family.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS**

- 15.2.1 Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the Federal Communication Commission's Rules and Regulations:
- a. A customer-provided registered PBX or key system may be connected directly to the public switched network or behind a Company-provided Centrex system provided that the customer provided equipment and the associated customer-provided premises wiring are in compliance with Section 68.214 and 68.215 of the FCC's Rules and Regulations.
  - b. The customer shall notify the Company of each line to which registered equipment is to be connected and shall notify the Company when such registered equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the registered equipment. The customer is also responsible for specification of the appropriate protective connecting arrangement when other than the standard jack is required. (See FCC Part 68, Section 68.106, Notification to Telephone Company.)
  - c. Unless a specific waiver has been granted by the Federal Communications Commission or except as specified elsewhere in this Product Guide, all connections of registered equipment to services furnished by the Company shall be made through Company-provided standard jacks.
  - d. The Company is not obligated to provide systems and/or terminal equipment or station wiring beyond the point of connection (line of demarcation) with customer-provided systems and/or terminal equipment.

**15.2.2 Premises Wiring Associated with Registered or Grandfathered Communications Systems**

- a. Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.2 CONNECTION OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS (Cont'd)**

**15.2.2 Premises Wiring Associated with Registered Communications Systems (Cont'd)**

a. (Cont'd)

- (1) Fully-protected Premises Wiring is premises wiring which is:
  - (a) No greater than 25 feet in length (measured linearly between the point where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.
  - (b) A cord which complies with (1) preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.
  - (c) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.
  - (d) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
- (2) Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry, which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.
- (3) Unprotected Premises Wiring is all other premises wiring.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.2 CONNECTION OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS (Cont'd)**

**15.2.2 Premises Wiring Associated with Registered Communications Systems (Cont'd)**

- b. Customers who intend to connect premises wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68, Section 68.106(c) of the Federal Communication Commission's Rules and Regulations.

**15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS**

**15.3.1 Direct Connections and Connections Through Connecting Arrangements Provided by the Company**

- a. If the initial rule-compliance connection was made prior to January 1, 1980, grandfathered Terminal Equipment and Grandfathered Communication Systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration. The equipment or system may be modified only in accordance with Part 68 of the Federal Communication Commission's Rules and Regulations, subject to the following:
  - (1) The customer shall notify the Company when grandfathered terminal equipment or a communication system is to be connected. Notification should include a description of the equipment, manufacturer's name, model number and type of equipment and state its previous connection, which qualifies it for continued connection. The customer shall also notify the Company when such communications equipment and systems are to be permanently disconnected.
  - (2) All connections are made through Company-provided demarcation point or by other means agreeable to the Company and the customer.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.3     CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (Cont'd)**

**15.3.1     Direct Connections and Connections Through Connecting Arrangements Provided by the Company (Cont'd)**

**a.     (Cont'd)**

- (3) All such connections shall comply with all the criteria contained in Subpart D of Part 68 of the Federal Communication Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

**15.4     ACOUSTIC OR INDUCTIVE CONNECTIONS**

**15.4.1     General**

Customer-provided voice or data terminal equipment and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the connection is made externally to the network control signaling unit when the unit is Telephone Company-provided. The customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.5 CONNECTIONS OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT SUBJECT TO PART 68 OF FCC RULES AND REGULATIONS**

15.5.1 Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services in accordance with this Product Guide. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:

- a. Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the customer's premises where the connection is made.
- b. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
- c. The connection shall be made through switching equipment provided either by the customer or by the Company.
- d. The provisions relating to minimum protection criteria set forth in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "Customer's premises" shall include any premises on which the customer-provided communications system is terminated.

Where the telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a customer and the connection is made through customer-provided data switching equipment, the provisions of a. and c. above do not apply.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

**CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS**

**15.6 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT SPECIFICALLY EXCLUDED FROM THE FCC REGISTRATION PROGRAM**

- 15.6.1 Customer-provided terminal equipment may be connected at the customer's premises to party line and semi public coin services of the Company in accordance with the following:
- a. The connection of customer-provided terminal equipment to services specifically excluded from the Commission's Registration program shall be through a protective connecting arrangement which must be furnished by the Company.
  - b. The connection of customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

**15.7 MAINTENNNCE OF SERVICE DUE TO THE CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT OR OTHER FACILITIES**

The customer shall be responsible for the payment of the charges indicated below for visits by the Telephone Company to the customer's premises where a service difficulty or trouble' report results from customer provided equipment or facilities.

Per maintenance service call - \$ 24.27 per visit

A nonrecurring charge of \$6.55 applies when a subscriber's customer provided terminal equipment has been identified from the test at the testboard as having caused trouble and is in need of repair.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 15  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.8     RESERVED FOR FUTURE USE

15.9     RESERVED FOR FUTURE USE

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 16  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**BUSINESS AND RESIDENTIAL BUNDLED SERVICES**

**16.1 Business and Residential Bundled Services**

Frontier concurs in the rates and regulations for Business and Residential Bundled Services as filed by Frontier in its Product Guide No. 1, Section S22.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 17  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**S17. VERSALINE CENTREX SERVICE**

**S17.1      Versaline Centrex Service**

Frontier concurs in the rates and regulations for Versaline Centrex Service as filed by Frontier in its Product Guide No. 1, Section S27.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 18  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**18.1     Long Distance Message Telecommunications Service**

Frontier concurs in the rates and regulations governing intrastate intraLATA long distance message telecommunications service as filed by Frontier in its Product Guide No. 1, Section S18.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 19  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## 19. WIDE AREA TELECOMMUNICATIONS SERVICE

### 19.1 Wide Area Telecommunications Service

Frontier concurs in the rates and regulations governing Wide Area Telecommunications Service as filed by Frontier in its Product Guide No. 1, Section S19.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 20  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**PRIVATE LINE SERVICE AND CHANNELS**

**20.1 PRIVATE LINES AND SPECIAL CIRCUITS**

**20.1.1 General**

- a. Customers on record prior to the Effective Date of this Product Guide will be provided Local (Intraexchange) Private Line Service according to the Regulations, Rates and Charges as specified in Section 120.1 of this Product Guide.
- b. Local (Intraexchange) Private Line Service provided to new customers on or after the Effective Date of this Product Guide will be billed in accordance with the Regulations, Rates and Charges governing Local Private Line Service as filed by Frontier in its Product Guide No. 1, Section S20.1 Local Private Line Service.

**20.2 Reserved For Future Use**

**20.1.3 Interexchange Private Line Service**

- a. See Product Guide No. 1 Section S20.13 for the rates, charges, and regulations governing interexchange intrastate intraLATA private line service and channels.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 20  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

**PRIVATE LINE SERVICE AND CHANNELS**

**20.2     RADIO FACILITIES**

Frontier assents to, adopts and concurs with the rates, regulations and conditions applicable to all radio broadcast facilities furnished as they are filed with the Federal Communications Commission in Frontier System Telephone Companies Tariff FCC No. 1. The concurrence applies to all facilities, both interexchange and intraexchange facilities.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**21. ENHANCED SERVICE PROVIDER SERVICES**

**21.1      General**

- a.      This Product Guide section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities expand the ability of Enhanced Services Providers (ESPs) to provide services to their clients through the use of the public switched and dedicated channel networks. These network capabilities are provided by Frontier, hereinafter referred to as the Company.
- b.      Services in this Product Guide are furnished only in central office areas where facilities, as determined by the Company, permit.
- c.      Services in this section, designed primarily for ESPs, are also available to others.
- d.      Feature Packages, for this service, are offered only in central offices where technical capabilities for all features in the package exist.

**21.2      ESP Customer Services**

The services listed below are offered to customers for the provisioning of enhanced services to their clients.

a.      Message Waiting Indication - Audible

This service provides the ability for a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that information is waiting for them.

Message Waiting Indication - Audible Ring Burst

This service provides a periodic distinctive ring bursts on the subscriber's line whenever a message is stored in the customers integrated voice mail service. This reminder will be repeated at a specific interval programmed by .

b.      Message Waiting Indication-Visual

This service provides the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider (or customer) to inform its end user that a message(s) is waiting.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

21. ENHANCED SERVICE PROVIDER SERVICES

21.2 ESP Customer Services (Continued)

c. Forwarded Call Information - Intraoffice

This service provides the called number (the customer's client number which was busy or did not answer and is equipped with Call Forward), the forwarded number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

This service also provides the calling number of a client when calls are made from the client's line to the customer's enhanced service number. All other calling numbers will be blocked.

Forwarded call information shall be used solely for the purposes of message storage and retrieval as required to provide ESP services.

d. Data Link Termination

This service, in conjunction with a data private line channel, which must be established between the customer's location and the Company's central office, provides the Forwarded Call Information capability described in 21.2.b above. Local and interexchange data private line channel facilities are as set forth in Section 20.1 of this Product Guide.

(1) Inter-Switch Voice Messaging (ISVM)

- (a) Inter-Switch Voice Messaging (ISVM). This service is available to both Customized Multi-line Telephone Service and business main telephone exchange service customers as an optional enhancement to Data Link service. Whereas Data Link service operates on an intra-switch basis only, the combination of Data Link and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

e. Enhanced Call Transfer

This feature allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Customers who subscribe to Enhanced Call Transfer must also subscribe to DID Service with E&M Signaling and associated PBX Trunks or Digital Channel Service as specified in Section 10.1 of this Product Guide.

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 21  
ORIGINAL PAGE 3**

**EFFECTIVE: NOVEMBER 18, 2014**

**21. ENHANCED SERVICE PROVIDER SERVICES**

**21.2      ESP Customer Services (Continued)**

f.      Queuing

This service provides customers subscribing to Automatic Access Lines (AAL), CentraNet or Enhanced Digital Switched Services (EDSS) lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

g.      User Transfer

This service provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

**21.3      ESP Client Services**

ESP Client Services are services offered by the Telephone Company. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. An access arrangement as stated below includes a preselected Automatic Access line number, CentraNet line number, or other line number. These client services are as follows:

a.      Call Forward Busy Line - Fixed

When the called access arrangement is busy, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

b.      Call Forward No Answer - Fixed

When the called access arrangement encounters a no answer condition after a specified number of rings, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

c.      Call Forward Busy Line/No Answer - Fixed

When the called access arrangement is busy or encounters a no answer condition, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

## 21. ENHANCED SERVICE PROVIDER SERVICES

### 21.3 ESP Client Services (Continued)

#### d. Customer Controllable Ringing

This service provides the subscriber with the ability to select the number of rings before a call is forwarded to the integrated voice mail server. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

### 21.4 Definitions

#### a. Client

The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing; those services provided under this section of the Product Guide (including answering services and other messaging services).

- (1) For ISVM, the client is a Residential or Business end-user of local Exchange Access Line service or Customized Multi-line Telephone Service.

#### b. Customer

The term "Customer(s)" denotes any ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Product Guide.

- (1) For ISVM, the customer is a business entity providing services such as call coverage and messaging to telephone subscribers who elect to become clients of the customer.

#### c. Enhanced Service Provider

The term "Enhanced Service Provider" denotes a customer that provides enhanced services over the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to use of those exchange services which are utilized for the provision of enhanced service.

#### d. Enhanced Services

These services are offered over common carrier transmission facilities, which employ computer processing applications that act on format, content, code, protocol, or similar aspects of the customer's transmitted information; provide the customer additional, different or restructured information; or involve customer interaction with stored information.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

## 21. ENHANCED SERVICE PROVIDER SERVICES

### 21.4 Definitions (Continued)

#### e. ESP Bill Option

This is an ordering and billing option that allows a customer to order and pay for the provisioning and monthly recurring charges for ESP client services. An agency agreement is necessary before the customer may exercise this option. The agency agreement will be a blanket agreement between the ESP and the Company or an individual agreement between the customer and the customer's client. Customers will be held liable for orders involving clients for whom no agency agreement exists. Customers ordering services from this Product Guide on their own behalf are billed directly and agency agreements do not apply. Customers ordering on their own behalf are bound by client obligations as stated in Section 21.5.c.

#### f. Switching Unit

The central office switch.

### 21.5 Regulations and Conditions

#### a. Undertaking of the Company

- (1) The limitation of the Company's liability is set forth in Section 2.5 of this Product Guide.
- (2) The Company may disconnect the customer's service for failure to comply with any provision(s) of this Product Guide and/or any Tariff of the Company.
- (3) ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- (4) If the Company finds the provision of ESP Services and ESP Client Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.
- (5) Late payment charges as defined in Section 2.4.4.f. of this Product Guide, will apply to all services contained in this Product Guide.
- (6) ESP and ESP Client Services will not be provided in connection with Public Coin Telephone Service or Semipublic Coin Telephone Service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

21. ENHANCED SERVICE PROVIDER SERVICES

21.5 Regulations and Conditions (Continued)

a. Undertaking of the Telephone Company (Continued)

- (7) Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed Product Guide sections for local calls, dial station, operator station or person toll calls.

b. Enhanced Service Provider's Obligations

- (1) Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- (2) The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- (3) The customer is responsible for all nonrecurring charges and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's service.
- (4) The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**21. ENHANCED SERVICE PROVIDER SERVICES**

**21.5        Regulations and Conditions (Continued)**

**b.        Enhanced Service Provider's Obligations (Continued)**

- (5)        The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP and ESP Client Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.
- (6)        The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's Product Guide.
- (7)        The customer's premises equipment shall be inter-connected in accordance with the General Conditions and applicable rates as set forth in Section 15, Connections with Certain Facilities and/or Equipment of Others. If the customer violates this requirement, the Company may disconnect the customer's services.
- (8)        The customer is responsible for disconnecting ESP Client Services ordered for its client(s). In those situations where the customer's client(s) request the Company to disconnect main service the Company will also disconnect ESP Service on the same date.
- (9)        The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 8

EFFECTIVE: NOVEMBER 18, 2014

21. ENHANCED SERVICE PROVIDER SERVICES

21.5 Regulations and Conditions (Continued)

c. Client Obligations

The client whose line is equipped with Call Forward –Busy Line and/or No Answer – Fixed is responsible for the payment of applicable charges for each completed call between their Call Forward equipped line and the customer's number to which the call is forwarded.

d. Billing and Remittance

- (1) Adjustments requested due to poor transmission quality caused by the customer's equipment may be made at the discretion of the Company.
- (2) The customer's services may be discontinued pursuant to the procedures set forth in Section 2.4.3 of this Product Guide, for failure to make full payment for the Company's services provided under this Product Guide.

e. Inter-Switch Voice Message(ISVM) Regulations

- (1) ISVM is offered subject to the availability of both Data Link and ISVM facilities.
- (2) ISVM is offered as an optional enhancement to Data Link service and, as such, all of the applicable regulations pertaining to Data Link service apply. With regard to the delivery of calling number, this service also provides the calling number of a client when calls are made from the client's line to the customer's enhanced service number. All other calling numbers will be blocked. Please refer to Sections S21.2c. and d. for further clarification.
- (3) The Company will determine which central office and transmission facilities are used to provide service.
- (4) Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
- (5) Customers must agree to purchase adequate facilities as determined by the Company.
- (6) Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.
- (7) Customers subscribing to ISVM must also subscribe to Data Link service.
- (8) ISVM is available to compatible and suitably-equipped Customized Multi-line Telephone Service customers.
- (9) The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- (10) The integrity of the customers database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.
- (11) Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 21  
ORIGINAL PAGE 9

EFFECTIVE: NOVEMBER 18, 2014

## 21. ENHANCED SERVICE PROVIDER SERVICES

21.6 Rate and Charge Regulations

The ESP Bill Option as described in Section 21.4.d. of this Product Guide may only be exercised by a customer who is planning to utilize the service found in this Product Guide to offer enhanced service (including answering services and other messaging services).

21.7 Rates and Charges

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a.	Call Forward Busy-Fixed, Per Line Arranged	Note 1	-
b.	Call Forward No Answer-Fixed, Per Line Arranged	Note 1	-
c.	Call Forward, Busy/No Answer-Fixed, Per Line Arranged	Note 1	-
d.	Message Waiting Indication-Audible, Per Line Arranged	.50	-

Note 1: Refer to Section 13.5.3 for Business and Residential rates.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 10

EFFECTIVE: NOVEMBER 18, 2014

21. ENHANCED SERVICE PROVIDER SERVICES

21.7 Rates and Charges (Continued)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
e.	Forwarded Call Information-Intraoffice, Per Line Arranged	\$ 1.00	\$ -
f.	Data Link Termination, Per Data Link Arranged	350.00	2,500.00
g.	Queuing, Per Line or Trunk Arranged	1.50	-
h.	User Transfer, Per Line Arranged	1.50	-
i.	Message Waiting Indication- Audible Ring Burst	1.50	-
j.	Customer Controllable Ring	1.00	-
k.	Three Feature Package, per line - Call Forward- ing (busy/no answer- fixed) Forwarded Call Information-Intraoffice, Message Waiting Indica- tion-Audible	2.00	-
l.	Five Feature Package, per line - Call Forward (busy/ no answer-fixed) Customer Controllable Ring Forwarded Call Infor- mation-Intraoffice Message Waiting Indi- cation-Audible Message Waiting Indi- cation-Audible Ring Burst	2.75	-

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 21  
ORIGINAL PAGE 11

EFFECTIVE: NOVEMBER 18, 2014

21. ENHANCED SERVICE PROVIDER SERVICES

21.7 Rates and Charges (Continued)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
m.	Enhanced Call Transfer, per system	\$ 20.00	\$ 25.00
n.	Automatic Access Line	(Note 1)	(Note 2)
o.	Centrex Line	(Note 3)	(Note 4)
p.	Message Waiting Indi- cation - Visual Per Line	.50	-
q.	Inter-Switch Voice Messaging (ISVM) Service  ISVM Service Interface, each	  3000.00	  2000.00
r.	The secondary Service Ordering charge as shown in Section 4.3 of this Product Guide will apply when ESP or ESP Client Services are added or rearranged on an existing line. (Note: Central Office Line Connection Work charge does not apply when these services are added or rearranged).		

- Notes:
- (1) Monthly line rates as specified in Sections 3.3 of this Product Guide are applicable.
  - (2) Nonrecurring charges as specified in Section 4.3 of this Product Guide apply.
  - (3) Monthly rates and charges for Centrex Services as specified in Section 12.4 of this Product Guide apply.
  - (4) Nonrecurring charges for Centrex Services as specified in Sections 4.3 and 12.4 of this Product Guide, are applicable.

PRODUCT GUIDE NO. 2

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 22  
1<sup>st</sup> REVISED PAGE 1

EFFECTIVE: June 12, 2022

ADVANCED DATA SERVICES

22.1 **Asynchronous Transfer Mode (ATM)** – Grandfathered <sup>1</sup>

Frontier concurs in the rates and regulations for Asynchronous Transfer Mode (ATM) <sup>1</sup> service as filed by Frontier in its Product Guide No. 1, Section S22.

(C)

22.2 **Frame Relay** – Grandfathered <sup>1</sup>

(C)

Frontier concurs in the rates and regulations for Frame Relay service as filed by Frontier in its Product Guide No. 1, Section S22.

22.1 **Asynchronous Transfer Mode (ATM)**

Frontier concurs in the rates and regulations for Asynchronous Transfer Mode (ATM) service as filed by Frontier in its Product Guide No. 1, Section S22.

22.2 **Frame Relay** – Grandfathered <sup>1</sup>

Frontier concurs in the rates and regulations for Frame Relay service as filed by Frontier in its Product Guide No. 1, Section S22.

22.3 **Transparent LAN Service (TLS)**

Frontier concurs in the rates and regulations for Transparent LAN Service (TLS) as filed by Frontier in its Product Guide No. 1, Section S22.

<sup>1</sup> Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 23  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

## SHARED TENANT SERVICE

### 23.1 GENERAL

- a. In general, subscriber service as set forth in Section 2 of this Product Guide is furnished for the exclusive use of the subscriber, employees, agents, representatives or members of the subscriber's domestic establishment. Sharing and Resale of Telephone Services are permitted as set forth in Chapter 14 of the North Carolina Utilities Commission (NCUC) Rules and Regulations and under the conditions specified in this Product Guide only when service is extended to parties who would ordinarily be business customers. This restriction does not apply to sharing of telephone services when the service is extended only to patrons of hospitals, nursing homes, rest homes or licensed retirement centers, to members of clubs, to students living in quarters furnished by educational institutions, or to persons temporarily subleasing a residential premise. These patrons will be collectively referred to as the "exception group" in this section of the Product Guide. End users in the exception group must occupy the same continuous premises and no separate charge can be made to them for local exchange service. If service is extended to the end user by the provider at no charge, then the arrangement is considered to be sharing. However, if a separate charge for the service is levied on the end user by the provider, then the arrangement is considered to be resale and is prohibited for service extended to end users in the exception group except as it is allowed in 23.1.a.(1) following for nonprofit colleges and universities and their affiliated medical centers. Providers may resell MTS and WATS to end users within the exception group provided the separate charges for these services do not exceed the current AT&T MTS rates.
  - (1) Sharing and Resale of Telephone Services provided to a nonprofit college or university and its affiliated medical centers are permitted as set forth in Chapter 14A of the NCUC Rules and Regulations and under conditions specified in this Product Guide. Telephone services may be extended to students or guests housed in quarters furnished by the institution, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food or other support services directly to or for the institution, its students or guests. A provider as specified in this paragraph who receives flat rate local exchange service, as specified in Section 3 of this Product Guide, from the Company for resale purposes may only charge his end-users flat monthly rates for local exchange service. Further, a provider as specified in this paragraph may not charge rates for long distance service which exceed the current AT&T MTS rates.
- b. The administrative charge specified in Section 23.3 of this Product Guide does not apply to subscribers who extend local exchange service only to the exception group nor to subscribers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e., subscribers who extend local exchange service only to patrons of hotels and motels, to occupants of time-share or condominium complexes serving primarily transient tenants.
- c. Rates specified in Section 23.3 of this Product Guide apply for local exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time-share or condominium complexes serving primarily transient tenants. Time-share or condominium complexes are considered to serve primarily transient tenants when greater than 50% of the units are occupied by persons who occupy those units for less than three months during a twelve month period.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 23  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

SHARED TENANT SERVICE

23.1 GENERAL (Cont'd)

- d. Customers who are subject to the rates specified in Section 23.3 of this Product Guide because of regulations contained in this Product Guide in Sections 2 and 23 preceding, may subscribe to flat rate service for administrative use only. To obtain flat rate service for administrative use the customer must provide the Company an affidavit stating that the flat rate service will be used only for administrative traffic and that sharing or resale clients will not have access to the flat rate facilities except as specified in Section 23.3.a of this Product Guide.
- e. Intercom calling among end users shall be permitted without restriction.

23.2 CONDITIONS FOR SHARING AND RESALE

- a. Sharing and resale are permitted where facilities permit and within the confines of specifically identified continuous property areas, under the common ownership or management, not separated by property owned or managed by others. Property will be considered continuous even if intersected by a public thoroughfare if, absent the thoroughfare, the property would be continuous. The designated sharing or resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries. The sharing or resale area for a nonprofit college or university and its affiliated medical centers as allowed under Chapter 14A of the NCUC Rules and Regulations may include contiguous premises owned or leased by the institution and noncontiguous premises owned or leased exclusively by the institution. However, the conditions for connecting authorized noncontiguous premises are the same as the conditions specified in Paragraph C. following.
- b. With the exception of subscribers providing service only to the exception group and to subscribers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e., subscribers who extend local exchange service only to patrons of hotels or motels, occupants of time-share or condominium complexes serving primarily transient tenants, subscribers desiring to resell or share Company provided telephone services must provide the Company a written description of the intended size and scope of the project and an anticipated development plan in terms of new building construction and/or projected growth. Every provider who is not exempt from certification will provide a copy to the Company of the certificate specified in the NCUC Rules and Regulations.
- c. The Company maintains the right to serve directly any end user within the identified resale service area. With one exception, when a sharing or resale client requests local service from the Company as well as the reseller, the Company will provide only measured local exchange service to the sharing or resale client where facilities permit; otherwise the Company will provide only message rate local exchange service to the sharing or resale client. The exception allows a sharing or resale client to subscribe to flat rate service from the Company when the sharing or resale provider is authorized to use flat rate service for sharing or resale purposes.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 23  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

### SHARED TENANT SERVICE

#### 23.2 CONDITIONS FOR SHARING AND RESALE (Cont'd)

- d. To fulfill the Company's obligation to provide local exchange service to the premises of all customer entities within a franchised area, including individual subscribers within a resale service area, the Company must be permitted to install and maintain its own facilities within the resale service area to reach the premises of each individual subscriber. Resale service will only be established if such access is provided to the Company free of charge.
- e. The Company shall be the only source of access lines or trunks connecting resold or shared service to the telephone network.  
Interconnection of end users of different providers or between end users of the same provider not occupying the same continuous premises must be through the Company or a certified long distance carrier.
- f. Local service resellers are prohibited from establishing private or dedicated facilities to another resale or sharing location. Access to an interexchange carrier's point of presence is limited to facilities provided by the Company. Conditions and limitations restricting the resale or sharing of Foreign Exchange Service, Tie Line Circuits, and all private line services apply. A local service reseller who is also certificated to serve as a long distance reseller must adhere to all rules and regulations applicable to other certificated long distance resellers.
- g. As permitted under Chapter 14 of the NCUC Rules and Regulations, sharing and resale of local service will be provided on a measured service basis where facilities are available and on a message rate basis otherwise. Any message rate service will be subject to immediate conversion to measured service whenever the required facilities and equipment become available. Sharing or resale of local service will be provided on a flat rate basis when the shared service is extended only to end users in the exception group as specified in 23.1.a. preceding and Chapter 14 of the NCUC Rules and Regulations or when shared or resold service is provided to a nonprofit college or university and its affiliated medical centers as specified in 23.1.a.(1) preceding and Chapter 14A of the NCUC Rules and Regulations.
- h. Local service resellers are required to secure adequate local exchange trunks to ensure an adequate quality of service as specified in the NCUC Rules and Regulations.
- i. All rates and charges in connection with the sharing and resale operation and all repairs and rearrangements behind and including the reseller's communication switch will be the responsibility of the customer of record. The provider will be the single point of contact for all client services provided in connection with the Sharing and Resale of Telephone Services.
- j. A provider shall have a written contract with each end user, with the exclusion of the exception group, as specified in Chapter 14 of the NCUC Rules and Regulations.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 23  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

SHARED TENANT SERVICE

23.3 RATES AND CHARGES

- a. The sharing of local exchange service when the service is extended only to the exception group, as defined in Section 23.1.a. preceding, may be provided using the flat rate charges specified in Section 3 of this Product Guide. Resale of local exchange service to the exception group is prohibited. The rates for resale provided by nonprofit colleges and universities and their affiliated medical centers are contained in Section 3 of this Product Guide.
- b. Local usage charges will not apply to calls to the Company business office, repair service, directory assistance or for 911 emergency service.
- c. The following rates and charges apply for sharing and resale of telephone services except as specified in Section 23.3.a preceding.

(1) Measured Rate Service

	<u>Rate</u>
(a) Access line charge, per month	
MHB1-Hotel/Motel Measured B1	80% of the appli-
	cable flat busi-
MHT1-Hotel/Motel Measured Trunk	ness rate plus
MST1-Shared Tenant Service Trunk	80% of the
	Rotary Line
	Service charge
	(if the lines
	are in rotary)
(b) Usage charges	
First minute, or fraction thereof	\$ 0.05
Each additional minute, or fraction thereof	\$ 0.02
(c) Discounts	
A 50% discount of usage charges is available during off peak periods. These periods are listed below.	
(a) Weekdays	12:00 noon - 2:00 p.m.
(b) All Days	9:00 p.m. - 9:00 a.m.
(c) Saturday/Sunday	9:00 a.m. - 9:00 p.m.



**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA**

**SECTION 23  
ORIGINAL PAGE 5**

**EFFECTIVE: NOVEMBER 18, 2014**

**SHARED TENANT SERVICE**

**23.3 RATES AND CHARGES (Cont'd)**

- d. Rates and charges for Direct Inward Dialing (DID) and other associated services apply as specified in other sections of this Product Guide.
- e. Service charges as specified in Section 4 of this Product Guide apply as appropriate.
- f. Reseller client listing provides one listing in the alphabetical section of the directory. The reseller client listing charge will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month.

	<u>Monthly Rate</u>
(1) Per Business Client	Additional Listing Charge See Section 6.6

- g. Charges for additional listings used to further define a reseller client apply at the standard rate as specified in Section 6 of this Product Guide.
- h. An administrative charge applies for each subscriber who satisfies the conditions for Sharing or Resale of Telephone Services.

	<u>Nonrecurring Charges</u>
(1) Service Establishment Charge	\$300.00

**23.4 DEFINITIONS**

- a. **Customer of Record**  
Person, corporation or authorized representative responsible for placing application for service: requesting additions, rearrangements, maintenance or discontinuances of service; payment in full of charges incurred such as toll, directory assistance, etc.; providing legal description of Resale Service Areas to the Company.
- b. **Reseller/Client End User**  
The party to whom resold or shared service is provided. End Users are persons or firms which are considered business subscribers under the regulations of the Company or are members of the exception group.
- c. **Sharing/Resale Service Area**  
Area within which a reseller offers shared or resold local exchange telecommunications service.
- d. **Reseller/Provider**  
The subscriber to the Company offering shared and/or resold service to others.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
1st REVISED PAGE 1

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service**

**S24.1.1        General**

- a.        9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b.        Enhanced Universal Emergency Number Service also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 provides Automatic Location Identification (ALI) and Automatic Number Identification (ANI). These features forward the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone line to the Enhanced 911 display unit on a per call basis.
- c.        The 911 customer may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 2

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.2 Definitions

##### Alternate Routing

A feature, associated with Selective Routing Services that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

##### Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

##### ALI Database

A database of ALI records containing access line customers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database may include additional information about that location. Customer names may be omitted as a local option.

##### Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the PSAP.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 3

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.2 Definitions (Continued)

##### Caller Identification Information

This is a generic term for the wireless subscribers calling number delivered to the E9-1-1 Network by the Wireless Service Provider. It may be, but is not limited to the: Wireless Calling Number, Mobile Identification Number or surrogate number associated with a wireless device.

##### Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.2        Definitions (Continued)**

Centralized Automatic Location Identification (CALI) Storage and Processing

A “network based” ALI database platform consisting of two identical systems, one being the primary system responding to the PSAP, the other providing redundant capabilities.

Centralized Automatic Location Identification System (CALI) Port

CALI System Port provides a termination to the CALI System for a dedicated facility that interconnects the PSAP to CALI Storage and Processing System.

Caller

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Selective Router(s) to a default PSAP. Each incoming 911 facility group to the Selective Router(s) is assigned to a designated default PSAP. This is a standard feature of Selective Routing Services. All party line services will be default routed. No ANI/ALI data is provided to the PSAP when a call is sent to Default Routing.

Dual Selective Routing

A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. Dual Selective Routing provides network redundancy by using two Selective Routers that mirror E9-1-1 call delivery routing. This service arrangement provides a higher level of network reliability and enables greater diverse routing of network facilities.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 5

EFFECTIVE: OCTOBER 14, 2015

## **S24. EMERGENCY REPORTING SERVICE**

### **S24.1            911 Emergency Telephone Service (Continued)**

#### **S24.1.2        Definitions (Continued)**

##### Emergency Response Agency

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a PSAP.

##### Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

##### Emergency Service Number (ESN)

An Emergency Service Number (ESN) is assigned by the customer to all end users served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that end user's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

##### End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

##### Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP.

##### Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

##### Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 6

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.2 Definitions (Continued)

##### Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

##### Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs).

##### Network Control Modem (NCM)

The NCM allows the Customer to reroute 9-1-1 calls from a PSAP to an alternate location in the event of an emergency or for any other reason. With the Dial-up NCM, the Customer will dial into the NCM, pass multiple security checks and then activate the transfer of 9-1-1 incoming calls. The dial-up NCM eliminates the need to have a dedicated facility (e.g. Make Busy switch).

##### P.01 GRADE OF SERVICE

The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for E9-1-1 trunk groups.

##### PSEUDO ANI (pANI)

A series of digits containing wireless subscriber's Caller Identification Information and Routing Information. pANI is assigned by the Wireless Service Provider when a 9-1-1 wireless call is made and sent along with the voice connection, to the Company Selective Router. The pANI is used by the Selective Router to determine PSAP routing and by the Centralized ALI & Storage Retrieval System to deliver location information. Depending on the type of Wireless ALI Arrangement, these digits may be used to identify the wireless 9-1-1 Caller Identification Information, cell site/sector and latitude/longitude coordinates. pseudo ANI is used with Wireless to Wireline Interconnect Arrangements.

##### PSAP to Centralized Automatic Location Identification (CALI) Circuit

Provides the interconnections from the PSAP to CALI Systems.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 7

EFFECTIVE: OCTOBER 14, 2015

## **S24. EMERGENCY REPORTING SERVICE**

### **S24.1        911 Emergency Telephone Service (Continued)**

#### **S24.1.2      Definitions (Continued)**

##### Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are administered by public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

##### Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

##### Selective Routing

A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary.

##### Selective Transfer

A Selective Routing feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. For a given 911 caller, the unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 Service area is defined by an "Emergency Service Number" (ESN).

##### Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

##### Subscriber Record Information

Subscriber record information is provided from the Company's ordinary service, billing, and directory records. This information consists of a telephone number with the associated name, service address, and community name as provided by the end user. These records were not created for, or intended for use with the determination of complete, accurate, or timely information for emergency purposes. Subscriber Record Information is available via a download from the Telephone Company database. Updates of this information are made available daily from the Telephone Company database via a dial up arrangement.



EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.2        Definitions (Continued)**

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer.

Universal Emergency Number Service Customer

A municipality or other state or local government unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

Wireless to Wireline 9-1-1 Call Routing Arrangement

Wireless Service Providers may interconnect facilities to the Company Selective Router(s) and CALI Storage/Retrieval System(s) for the sole purpose of routing 9-1-1 calls to PSAPs. The company provides the following arrangements:

pANI, along with the voice connection is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP uses the pANI to identify the wireless subscriber's Caller Identification Information and to query the Company ALI Storage/Processing Database to retrieve cell site/sector information stored in the ALI database.

pANI, along with the voice connection, is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP will query the Company CALI database using the pANI which will direct a query to a third party ALI database to obtain the wireless caller's location information. Upon receipt of the location information, the Company CALI database will delivery it back to the PSAP.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 9

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations**

- a.        When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- b.        911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in other applicable areas of this Tariff.
- c.        911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.
- d.        This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company will not provide 911 Service to less than an entire central office (switching entity). Selective routing is described in S24.1.4.e.
- e.        The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- f.        The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 10

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations (Continued)**

- g.        The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside.

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 11

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations (Continued)**

g.            (Continued)

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 911 service.

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company accepts no responsibility, makes no representation or warranty regarding the accuracy of pANi and/or associated Location Information. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 12

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations (Continued)**

g.            (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

h.            Temporary suspension of service is not provided for any part of the 911 Service.

i.            The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

j.            If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

k.            Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, its agreement to the following terms and conditions:

- (1)        That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.
- (2)        That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent that such services are reasonably available.
- (3)        That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 13

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations (Continued)**

k.            (Continued)

- (4)        That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the County in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP.
- (5)        That the 911 customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.
- (6)        That the 911 customer shall establish a contract that protects end user information, in compliance with North Carolina Statute 62A-9.
- (7)        That the 911 customer shall be responsible for adequate and continuous maintenance and be accessible twenty-four (24) hours a day. If Frontier is not the equipment provider, maintenance responsibility shall end at the point of demarcation.

l.            Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 14

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.3        Rules and Regulations (Continued)**

- m. Customer Premises Equipment (CPE) must be compatible with the interface standards of the Company. The equipment shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premises equipment (CPE). The equipment shall also comply with Part 15 of the Federal Communications Commission's rules governing customer premises equipment (CPE).
- n. E911 information consisting of the name, address and telephone number of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided only for the purpose of responding to emergency calls.
- o. When subscribing to ALI Database the customer must provide correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service end user addresses and be based upon Company standards. The customer must notify the Company in a timely manner of any changes in the MSAG or ESN assignments.
- p. When the Company is provided with a pseudo ANI and associated Location Information, the Service Provider is responsible for the accuracy on the content, routing and location Information. If this information is stored in the Company CALI Storage & Processing System, the Service Provider shall be responsible to notify the Company in a timely manner of any changes.
- q. Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.
- r. Application to subscribe to Dual Mode Selective Routing and/or ALI Storage/Processing under this Tariff must be executed in writing. Application for Service is not required for other E9-1-1 tariff rate elements. Dual Mode Selective Routing is the Company recommended service offering for E9-1-1 Selective Routing Service. The Customer is advised of the higher level of reliability provided with Dual Mode Selective Routing, including circuit redundancy and that this level of reliability is not available without Dual Mode Selective Routing. The Customer, having been provided this information understands and acknowledges the differences in the level of reliability between the Services. In the Application for Service, Customer will indicate acceptance or rejection of Dual Mode Selective Routing services. The Application for Service must be signed by the Customer or Customer's authorized employee or representative. If execution is by an agent, satisfactory evidence documenting the agency relationship must be provided in writing to the Company.
- s. Constant monitoring or inspection of facilities to discover errors, defects and malfunctions is not included in E9-1-1 Service. The Customer shall notify the Company in the event that the Service is not functioning properly.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 15

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.4        Rates and Charges**

- a.        When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- b.        Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the central office serving the termination of the transfer.
- c.        At the request of any county, municipality or political subdivision (user) subscribing to 911 Service the Company will spread the payment of the applicable nonrecurring charges for the initial provision or subsequent addition of 911 Service and/or equipment in equal installments, where possible, which shall include all reasonable costs associated therewith, over a period not to exceed 18 months.
- d.        Upon receipt of a duly authorized 911 Ordinance adopted by the governing authority of a local government, a monthly 911 charge will be imposed upon each exchange access facility subscribed to by telephone subscribers whose exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of exchange access facility used.
- e.        These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- f.        Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services zone or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations. Substantial MSAG changes (e.g., annexations of additional areas, reduction of existing areas) may require an additional charge and would be provided under an ICB arrangement.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 16

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.4 Rates and Charges (Continued)

##### g. Enhanced 911 Service

(1) The following rate elements apply to a typical E911 arrangement:

- (a) 911 Service Line - A business network access line connecting the PSAP and its serving central office. This rate is not applicable for customer subscribing to the Selective Routing feature.
- (b) Automatic Location Identification (ALI) Database - An E911 database that contains end user names, telephone numbers, addresses and Emergency Service Number (ESNs), and is periodically updated by the Company. This system updates the Centralized ALI Storage and Processing System and/or Selective Router(s).

A per 1000 access line/record charge is applicable to all records in the database. This rate is applied to the number of Frontier wireline access lines and non Frontier wireline records within the customer's jurisdiction.

- (c) Centralized Automatic Location Identification (CALI) Storage and Processing<sup>1</sup> – The CALI system stores subscriber location information of the E911 service area. It is used by the PSAPs for storage and retrieval of E9-1-1 location data. The PSAPs query this system with the 9-1-1 caller ANI/pANI via a data connection. The system uses the ANI/pANI to identify the location information. This service is provided via network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. CALI is compatible with Wireless to Wireline 9-1-1 Call Routing Arrangements. CALI will process ALI in two ways:
  - Upon receipt of an ALI query by the PSAP, the CALI database will respond with the ALI of the ANI/pANI if it resides on the CALI platform, and will process it back to the requesting PSAP.
  - The CALI can also be directed by the pANI to query a third party ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the third party ALI database, is processed back to the requesting PSAP.

<sup>1</sup> This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 17

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.4        Rates and Charges (Continued)**

g.            Enhanced 911 Service (Continued)

(1)        (Continued)

(c)        (Continued)

The following rates apply:

1.        ALI Database Administration is required to update CALI.
2.        Rates for this service are per 1,000 wireline and/or wireless Access Line and/or Records.
3.        PSAP to CALI Data Circuit rate is required to interconnect the PSAP with each CALI System. Two PSAP to CALI Data Circuits are required for each PSAP having access to CALI System. This rate does not include compatible customer premises equipment required to terminate the circuit at the PSAP.
4.        CALI System Port rate provides a termination to the PSAP to CALI data circuit. This rate applies for each PSAP to CALI Data Circuit.
5.        All other network connections needed to interface to third party ALI Database System(s) is the responsibility of the Customer or Service Provider.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 18

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.4 Rates and Charges (Continued)

##### g. Enhanced 911 Service (Continued)

(1) (Continued)

##### (d) Selective Routing<sup>1</sup>:-

Selective Routing is furnished on an optional basis. Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. All End Offices and PSAP(s) within an E9-1-1 network are connected to a Selective Router via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to the Selective Router up to P.01 grade of service. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

The following rate elements apply to Selective Routing:

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline access lines and/or records.
3. Selective Router Port Connectivity applies when providing connectivity for the incoming 9-1-1 trunk circuits that enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. Trunk termination charges applies only when a customer desires a grade of service greater than P.01 to the end of any interoffice trunks that terminate on a Selective Router.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 19

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

### S24.1 911 Emergency Telephone Service (Continued)

#### S24.1.4 Rates and Charges (Continued)

##### g. Enhanced 911 Service (Continued)

(1) (Continued)

##### (e) Dual Mode ALI Selective Routing<sup>1</sup>:

Dual Mode Selective Routing is furnished on an optional basis. Dual Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, , Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. All End Offices and PSAP(s) within a E9-1-1 network are connected to two Selective Routers via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to both Selective Routers up to P.01 grade of service. Both Selective Routers are interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to either Selective Router if there are no circuits available to the target PSAP. It provides a higher level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline Access lines and/or Records.
3. End Office to Selective Router - Provides connectivity for the incoming 9-1-1 trunk circuits to enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services Network. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. PSAP to Selective Router -This rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.

This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 20

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1 911 Emergency Telephone Service (Continued)**

**S24.1.4 Rates and Charges (Continued)**

g. Enhanced 911 Service (Continued)

(1) (Continued)

(f) Network Control Modem<sup>1</sup>

This service arrangement uses a Network Control Modem (NCM) to provide disaster recovery capability. It enables a person(s), having PSAP authorized IDs and passwords, to reroute calls to a predestinated alternate answering point. The alternate location may receive rerouted calls via the Public Switched Telephone Network. Alternate locations may also receive calls via 9-1-1 trunks, if the alternate location is served by the same Selective Router(s). The NCM:

- Provides the ability to send all 9-1-1 calls from one PSAP to an alternate answering point.
- Can be accessed from any telephone on the Public Switched Telephone Network.
- Provides multiple levels of security, so only the person(s) with authorized IDs and passwords can activate or deactivate the reroute.

(g) Additional E911 Features

The following features are available, at no additional charge(s), where operating conditions permit and Selective Routing is not used.

- (a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- (b) Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
- (c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- (d) Manual Transfer - A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number.

<sup>1</sup> This E9-1-1 Service Feature requires a three year initial term commitment commencing on the in-service date. Automatic (1) year renewals will follow on the in-service anniversary date. The Service Feature is subject to the Termination Liability rules in this Tariff.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 21

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1 911 Emergency Telephone Service (Continued)**

**S24.1.4 Rates and Charges (Continued)**

g. Enhanced 911 Service (Continued)

(2) Application of Termination Liability

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

End of Term Options:

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest term period available under tariff (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 24  
ORIGINAL PAGE 22

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE**

**S24.1            911 Emergency Telephone Service (Continued)**

**S24.1.4        Rates and Charges (Continued)**

g.            Enhanced 911 Service (Continued)

(2)        Application of Termination Liability (Continued)

Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment or the Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
  - (1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
  - (2) The Company provides the new service via tariff or on an individual case basis (ICB), and the order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 24  
ORIGINAL PAGE 23

EFFECTIVE: OCTOBER 14, 2015

**S24. EMERGENCY REPORTING SERVICE****S24.1 911 Emergency Telephone Service (Continued)****S24.1.4 Rates and Charges (Continued)**g. Enhanced 911 Service (Continued)

(3) Rates

	Monthly Rate	Three Year Term (N) Monthly Rate (N)	Nonrecurring Charge
911 Service Line	Note 1	-	-
Automatic Location Identification Database Processing per each 1000 Frontier Access Lines & Non Frontier Access Line Records <sup>2</sup>	\$ 86.00	N/A	\$ 831.00
Selective Routing, per 1000 Access Lines/Records <sup>2</sup>			
Wireline and wireless <sup>4</sup>	\$ 45.99	N/A	N/A
Wireline, only <sup>5</sup>	56.36	N/A	745.00
Selective Router Port Charge <sup>3</sup>	20.00	N/A	50.00
Selective Router Trunk <sup>3</sup>	90.00	N/A	50.00

Note 1: The applicable Business One-Party Line rate from Section S3 of this Tariff shall apply.

Note 2: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = (\% \text{ of Wireless calls received by the PSAP} / \%$$

$$\text{of Wireline call received by the PSAP}) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 3: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 4: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/ or Selective Router.

Note 5: This rate applies, in lieu of the combined wireline &amp; wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 24  
ORIGINAL PAGE 24

EFFECTIVE: OCTOBER 14, 2015

## S24. EMERGENCY REPORTING SERVICE

S24.1 911 Emergency Telephone Service (Continued)S24.1.4 Rates and Charges (Continued)f. Enhanced 911 Service (Continued)

## (3) Rates (Continued)

	Monthly Rate	Three Year Term Monthly Rate	Nonrecurring Charge
Per Network Control Modem, per Selective Router	N/A	42.16	N/A
Subscriber Record Information, per 1000 Access Lines <sup>1</sup>	\$ 48.22	N/A	135.00
Dual Selective Routing, per 1,000 Access Lines and/or Records <sup>1</sup>			
Wireline and Wireless <sup>3</sup>	N/A	58.99	N/A
Wireline, only <sup>4</sup>	N/A	84.00	N/A
End Office to Selective Router <sup>2</sup>	N/A	181.11	N/A
PSAP to Selective Router <sup>2</sup>	N/A	156.06	N/A
CALI Storage/Processing, per 1,000 Access Lines and/or records <sup>1</sup>			
Wireline and Wireless <sup>3</sup>	N/A	\$ 23.11	N/A
Wireline, only <sup>4</sup>	N/A	38.51	N/A
PSAP to CALI Storage/Processing System, per circuit <sup>5</sup>	N/A	134.34	N/A
Per Port, per PSAP to CALI Storage/Processing circuit	N/A	26.59	N/A

Note 1: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = (\% \text{ of Wireless calls received by the PSAP} / \%$$

$$\% \text{ of Wireline calls received by the PSAP}) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 2: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 3: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/ or Selective Router.

Note 4: This rate applies, in lieu of the combined wireline & wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.

Note 5: Requires compatible customer premises equipment, not included in this rate.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 25  
1ST REVISED PAGE 1

EFFECTIVE: JUNE 21, 2019

**S.25 ACCESS LINE BUNDLED SERVICES**

**S25.1      Access Line Bundled Services \***

(T)

**S25.5.1      Frontier Local Calling Plan / Frontier Local Calling Plan Plus**

a.      General

Frontier Local Calling Plan/Frontier Local Calling Plan Plus includes flat rate service and unlimited local Directory Assistance.

Frontier Local Calling Plan or Frontier Local Calling Plan Plus offers a combination of services available to residential customers only.

Frontier Local Calling Plan or Frontier Local Calling Plan Plus is not available on the same line with any other Custom Calling Service Package or packaged offering, ISDN Service or Foreign Exchange Service

b.      Services

The following service is eligible for the Frontier Local Calling Plan/Frontier Local Calling Plan Plus offering:

Flat Rate service

The following nonrecurring charges for the initial order or for any subsequent change to this service are included in the package price:

Primary Service Order Charge  
Secondary Service Order Charge  
Central Office Charge

Frontier Local Calling Plan – Choice of any three of the following Calling Services:

Frontier Local Calling Plan Plus – Choice of any of the following Calling Services:

Call Waiting/Cancel Call Waiting	Call Forward
3-Way Calling	8-Number Speed Dialing
Distinctive Ring	30-Number Speed Dialing
Anonymous Call Block	Caller ID
*69	Busy Redial
Special Call Forward	Call Block
Priority Call	Do Not Disturb

c.      Rates

Monthly Rate

Frontier Local Calling Plan	\$ 34.99
Frontier Local Calling Plan Plus	37.99

\* Effective June 21, 2019, this service is limited to existing customers at their existing location.

(N)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 25  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

**S25. ACCESS LINE BUNDLED SERVICES**

**S25.1      Access Line Bundled Services**

**S25.1.2      Unlimited Local Usage For Business**

Frontier concurs in the rates and regulations for Unlimited Local Usage For Business as filed by Frontier in its Product Guide No. 1, Section S19.

**S25.1.3      Frontier Digital Phone Essentials 3 \***

Frontier concurs in the rates and regulations for Frontier Digital Phone Essentials 3 as filed by Frontier in its Product Guide No. 1, Section S19.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 100  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**

**100.1    GENERAL**

- a.    Service offerings listed herein are classified as obsolete according to the following types, and each obsolete offering is designated by one of these types:

Type A - Not offered for new installation on and after the specified obsoleted date. To the extent that units are immediately available from existing Company stock, additions to existing service at the same location will be made at the rates specified herein. Where units are not immediately available from existing Company stock but may be procured from other sources, additions to existing service at the same location will be offered on a special assembly basis.

Type B - Unit no longer being manufactured; not offered for new installations on and after the specified obsoleted date. Those units in service on the specified date may be continued in service at the same location until such units are discontinued or can no longer be satisfactorily maintained.

Type C - Unit no longer being manufactured; offered for new installations only as obtainable from existing stock.

Type D - These services or equipment are classified as "limited availability" offerings and are provided under a termination liability contract and only to the extent that it is immediately available from existing Company stock. It is expressly declared that stock levels are continually changing and the Company will not hold itself in a position under any circumstances to procure such service or equipment from other sources than its existing stock.

Type E - Any other arrangement: the specified provisions in each case being stated at the beginning of the text for the one obsolete service offering affected.

- b.    Obsolete services are furnished subject to all the rules and regulations of the Product Guide the same as would be applicable if the service offering were not obsolete.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 25  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**S106. DIRECTORY LISTINGS  
DISCONTINUED SERVICE OFFERINGS**

S106.1 (Reserved for Future Use)

S106.2 (Reserved for Future Use)

S106.3 (Reserved for Future Use)

S106.4 Non-Published Number Service

Customers on record for the following service(s) are grandfathered at the rates as specified below as of April 5, 2002. Rates following will not be offered for new installations, moves or rearrangements on or April 5, 2002. Customers on record prior to April 5, 2002, will continue to be provided the service as specified following until such time as they move or discontinue the service. Refer to Section S6.4 of this Product Guide for description of the service and rules and regulations that are applicable to this service.

S106.4.1 Rate Application

A monthly rate as specified in Section S6.4.1 of this Product Guide applies for each non-published telephone number except when provided for the following service:

- a. To additional service furnished to the same customer who has service listed in the Telephone Directory at a different address provided:
  - (1) the listed service is in the same local exchange and,
  - (2) arrangements have been made that calls to the listed number will be answered at all times.
- b. To additional service furnished to the same customer who has non-published service at a different address within the same local exchange.

S106.5 Non-Listed Number Service

Customers on record for the following service(s) are grandfathered at the rates as specified below as of April 5, 2002. Rates following will not be offered for new installations, moves or rearrangements on or April 5, 2002. Customers on record prior to April 5, 2002, will continue to be provided the service as specified following until such time as they move or discontinue the service. Refer to Section S6.5 of this Product Guide for description of the service and rules and regulations that are applicable to this service.

S106.5.1 Rate Application

A monthly rate as specified in Section S6.5.1 of this Product Guide applies for each non-listed telephone number with the exception of those services previously listed under Section 106.4.1, preceding.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL CONTENTS PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**CONTENTS**

	<u>Page No.</u>
113.1 TWO-PARTY/FOUR-PARTY SERVICE	1
113.2 BOOTHS	2
113.3 RESERVED FOR FUTURE USE	2-3
113.4 FIRE REPORTING EQUIPMENT	3
113.5 RESERVED FOR FUTURE USE	4-6
113.6 ADDITIONAL TELEPHONE SETS	7
113.7 EXTENSION STATION SERVICE	9
113.8 TIE LINE SERVICE	11
113.9 CUSTOM CALLING SERVICES	13

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

### OBSOLETE SERVICE OFFERINGS

#### 113. MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

##### 113.3 RESERVED FOR FUTURE USE (Cont'd)

##### 113.4 FIRE REPORTING EQUIPMENT (Obsoleted 9/80 Type A)

###### General

- a. Automatic fire reporting equipment is relay equipment equipped for signaling and two-way communication to a maximum of 18 preselected controlled telephone stations when activated by dialing the number for fire reporting.
- b. The preselected fire reporting equipment controlled telephone stations must be one-party stations.
- c. Activating the siren or alarm is the responsibility of the fire department receiving the report.
- d. The common equipment to control the fire reporting system is located in the central office serving the community.
- e. The rates and charges stated below are in addition to the applicable rate for the individual business line used for assessing the fire reporting equipment.

###### Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Basic Termination Charge</u>
a. ITT I8 line Fire Call System	\$75.68	\$218.45	\$2,047.60 (36)

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

OBSOLETE SERVICE OFFERINGS

113. MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

113.3 RESERVED FOR FUTURE USE (Cont'd)



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 3

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**113.7      Extension Station Service**

The following Extension Station Service rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this Service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Extension Station Service until such time as they remove the service.

**113.7.1      General**

- a. Extension stations, which are provided by the customer, must be located on the same premises of the subscriber on which the primary set is located. These stations are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment; except that in the case of a subscriber's individual line service, extension stations may be located on other premises under the following conditions, provided facilities are available, technical equipment limitations in each specific case permit, and provided that additional sets from residence services are not located on business premises:
  - (1) Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
  - (2) Where the extension station is located on other than the subscriber's premise for the purpose of answering calls at such time as the subscriber is not available at the primary station, provided that separate exchange service is also provided on these other premises; or
  - (3) Where the extension station is located on the premises of a joint user.
- b. The number of extension stations which may be permitted with any primary set is limited to such number, as in the judgment of the Company, will not interfere with the efficiency of the service.
- c. An auxiliary line mileage charge of \$ 1.99 per month per quarter-mile or fraction thereof route measurement is made under the following conditions:
  - (1) In the case of individual line and party-line service, for the portion of circuit connecting an additional set with a primary set, where the extension station is not in the "same premises" as the primary set.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 4

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**113.7      Extension Station Service (Continued)**

**113.7.1      General (Continued)**

c.      (Continued)

- (2)      In the case of private branch exchange service, where the private branch stations are not located in the "same premises" as the switchboard.

Note:      For definition of "same premises", see "Definition of Terms."

- (3)      Where, for the purpose of furnishing off premise private branch exchange telephone sets, it is necessary to lay underground conduit, the subscriber is required to provide and install such underground conduit, or the Company will do the work at the subscriber's expense. In either case, standard specifications of the Company must be followed. In lieu of extra mileage in the case of such telephone sets using conduit, the subscriber will pay carrying charges on the cable used in conduit.

d.      All mileage charges are in addition to the basic local exchange service specified in Section S3.3.1. of this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 5

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**113.7      Extension Station Service (Continued)**

**113.7.1      General (Continued)**

- e. Mileage Charges are computed on route measurements from the point where the auxiliary line leaves the building in which the primary set or private branch exchange switchboard is located to the location of the additional set or private branch exchange station. Mileage charges are computed separately for each auxiliary line.
- f. Where for the purpose of furnishing auxiliary lines, it is necessary to lay underground conduit or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit and to provide and erect such poles, or the Company will do the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the standard specifications of the Company. When it is necessary to provide any type of cable in conduit for such additional sets, the subscriber will be required to pay the difference between the cost of the cable in plant and the cost of open wire in plant.

**113.8      TIE LINE SERVICE**

The following Tie Line Service rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers of record effective May 8, 1996. A grace period will be granted to customers who placed an order for this Service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Tie Line Service until such time as they remove the service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 6

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**113.8      Tie Line Service (Continued)**

**113.8.1      General**

- a. Tie lines are circuits connecting subscribers' private branch exchange switchboards. Tie lines are intended as a means of communication between stations directly connected with, and in the immediate vicinity of, the switchboards in which the tie lines terminate. The Company does not undertake to assure commercial transmission where tie lines are used for communications between stations located at a distance from the switchboard, or where connections involve the use of trunking circuits between central offices.
- b. For tie lines connecting switchboards contracted for by the same or different subscribers and located in the same exchange area, a charge of \$1.93 per month per quarter-mile or fraction thereof is made. The minimum charge for each tie line is \$9.41 per month.
- c. Mileage charges are computed on route measurements between the switchboards and separately for each tie line.
- d. Tie lines are not furnished to connect a flat rate private branch exchange switchboard with a message rate private branch exchange switchboard.
- e. For charges for tie lines connecting switchboards not in the same exchange area, see Section 8 "Foreign Exchange Service".

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 113  
ORIGINAL PAGE 7

EFFECTIVE: NOVEMBER 18, 2014

**OBSOLETE SERVICE OFFERINGS**  
**MISCELLANEOUS SERVICE ARRANGEMENTS**

**113.9 Custom Calling Local Area Signaling Service**

- a. The following feature(s) are grandfathered as of March 19, 1997 and are no longer offered for new installations, moves or rearrangements. Customers on record prior to March 19, 1997 will continue to be provided the features until such time as they remove the feature(s).
- b. Definitions

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Special Call Waiting and Call Waiting as shown in Section 13.5.1.a., cannot be on the same line.

- c. Rates

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(1)	Special Call Waiting, per line	\$ 5.00	\$ 6.00

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 120  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

**DISCONTINUED SERVICE OFFERINGS -  
PRIVATE LINE SERVICE AND CHANNELS**

**120.1      Private Lines and Special Circuits**

The following Private Lines and Special Circuits rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Private Lines and Special Circuits until such time as they remove the service.

This discontinued Private Lines and Special Circuits rate structure is not available for resale.

**120.1.1      General**

- a. Private lines and special circuits are those used in connection with either Private Line Telephone Service, Private Line Teletypewriter Service, Private Line Morse Service or other similar services.
- b. If and when the Company is requested to lease circuits to companies or individuals, to be used for the operation of signaling systems other than telephones, the current to be used must meet the Company's general requirements.
- c. The Company shall not be responsible for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing the service covered by this Section of the Product Guide.
- d. All ordinary expense of maintenance and repair, in connection with facilities and services furnished by the Company, unless otherwise specified in the Company's Product Guide, is borne by the Company.

A customer (or authorized user) may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any wiring owned by the Company, except upon written consent of the Company.

- e. Where the customer-provided voice transmitting and/or receiving terminal equipment is arranged to record two-way telephone conversations and is connected to a Telephone Company provided private line service which is additionally connected to long distance message telecommunications service, WATS or local exchange service such connection is permitted only on a direct electrical basis and subject to the conditions in Section 113.7 of this Product Guide.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINA

SECTION 120  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

**DISCONTINUED SERVICE OFFERINGS -  
PRIVATE LINE SERVICE AND CHANNELS**

**120.1      Private Lines and Special Circuits (Cont'd)**

**120.1.2      Rates - Intraexchange**

- a.      For circuits used as outlined above in this Section of the Product Guide, a charge is made for each circuit of \$2.35 per month, per quarter mile or fraction thereof for the distance, route measurement. The minimum charge per circuit, if less than one and one-half miles, will be \$9.41.
- b.      For service requiring two or more cable pairs connected to the central office, each cable pair will be considered a circuit.
- c.      An installation charge of \$17.00 for the 1st 1/2 hour and \$9.71 for each additional 1/2 hour will apply to each private line service established. This charge does not apply to each cable pair individually, but to the entire service.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 124  
ORIGINAL PAGE 1

EFFECTIVE: NOVEMBER 18, 2014

OBSOLETE SERVICE OFFERINGS -  
UNIVERSAL EMERGENCY 9-1-1 SERVICE**124.     Service Features - Individual Case Basis****124.1    General**

These rates and charges for Universal Emergency 9-1-1 Service apply to pre-existing individual case basis agreements as listed below:

	<u>Nonrecurring</u>	<u>Recurring Per Month</u>
a.     Jackson County		
Automatic Number Identification, per 1,000 access lines*	\$ 183.00	\$ 34.50
Provision of subscriber name, service address and telephone number, per 1000 access lines*		
Initial download	Note 1	
Daily updates		Note 1
PSAP 9-1-1 key lines	Key line**	Key line***
b.     McDowell County		
Automatic Number Identification, per 1,000 access lines*	330.00	11.35
Provision of subscriber name, service address and telephone number, per 1000 access lines		
Initial download	135.00	
Daily updates		8.55
PSAP 9-1-1 key lines	150.00	526.00

\* Rounded to the nearest 1,000 local exchange service lines. This count is based upon the maximum number of lines in service at the time of installation and is determined by the Company. This count will be adjusted on January 1st each year to update customer billing. Recurring charges for customer billing will be adjusted annually according to appropriate access line growth.

\*\* Key line nonrecurring charges can be found in Section 4.

\*\*\* Key line recurring charges can be found in Section 3.

Note 1:     The rates and charges shown in Section 24.1.4f. for Subscriber Record Information will apply.



FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC  
NORTH CAROLINASECTION 124  
ORIGINAL PAGE 2

EFFECTIVE: NOVEMBER 18, 2014

OBSOLETE SERVICE OFFERINGS -  
UNIVERSAL EMERGENCY 9-1-1 SERVICE124. Service Features - Individual Case Basis (Continued)124.1 General (Continued)

These rates and charges for Universal Emergency 9-1-1 Service apply to pre-existing individual case basis agreements as listed below:

	<u>Nonrecurring</u>	<u>Recurring Per Month</u>
c. Cherokee, Swain and Graham Counties		
Automatic Number Identification, per 1,000 access lines*	\$ 183.00	\$ 34.50
Provision of subscriber name, service address and telephone number, per 1000 access lines*		
Initial download	Note 1	-
Daily updates	-	Note 1
PSAP 9-1-1 key lines	Key line**	Key line***

\* Rounded to the nearest 1,000 local exchange service lines. This count is based upon the maximum number of lines in service at the time of installation and is determined by the Company. This count will be adjusted on January 1st each year to update customer billing. Recurring charges for customer billing will be adjusted annually according to appropriate access line growth.

\*\* Key line nonrecurring charges can be found in Section 4.

\*\*\* Key line recurring charges can be found in Section 3.

Note 1: The rates and charges shown in Section 24.1.4f. for Subscriber Record Information will apply.