

FRONTIER NORTH INC.

**SCHEDULE OF RATES, CHARGES AND
REGULATIONS GOVERNING**

UNREGULATED SERVICES

Applying in the Exchanges of this Company,
in Michigan.

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE
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TELEPHONE EXCHANGE SERVICE

DEFINITIONS

Authorized User

An "Authorized User" is a person, firm or corporation (other than the customer) on whose premises a station on the private line service or channel is located and who may communicate over the private line or channel according to the terms of the Tariffs. An authorized user must be specifically named in the service contracted.

Base Rate Area

The term "Base Rate Area" refers to that portion (or the several portions) of the exchange area surrounding and including the central office (or offices or exchange rate center) within which urban classes of local telephone service are offered in that exchange at rates that do not vary with the distance from the central office or exchange rate center.

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more stations.

Contract

The term "Contract" refers to the service agreement between a customer and the Telephone Company under which facilities for communication between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contracts are furnished in accordance with the provisions of the Tariffs applicable.

Customer

The term "Customer" refers to the person, firm or corporation who signs the contract and is responsible for the payment of charges and the compliance with the rules and regulations of the Telephone Company.

Drop Service

The term "Drop Service" refers to the connection of an exchange (other than the two terminal exchanges) to a private line service or channel.

TELEPHONE EXCHANGE SERVICE

DEFINITIONS

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

Exchange Area

The term "Exchange Area" applies to the territory served by an exchange.

Extra Exchange Line Mileage

"Extra Exchange Line Mileage" is the measurement upon which charges are based for that portion of a local channel extending beyond the base rate area but within the exchange area.

Interexchange Channel

The term "Interexchange Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Locality Rate

"Locality Rate" is the rate for telephone exchange service applicable in a designated locality outside the base rate area; (such service within the locality is not subject to mileage charges).

Overtime

The term "Overtime" designates occasional service not contracted for and covering periods immediately preceding or succeeding the period of service under contract.

TELEPHONE EXCHANGE SERVICE

DEFINITIONS

Principal Central Office

The term "Principal Central Office" refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileages.

Private Branch Exchange

A "Private Branch Exchange", or Private Branch Exchange System, is an arrangement of equipment consisting of a switchboard with an operating telephone situated on a customer's premises, stations connected with the switchboard, and connected by trunks with a central office, providing for intercommunication between those stations, and for communication with the general exchange system of the Telephone Company and for toll service.

Service Point

The term "Service Point" when used in connection with interexchange mileage measurements denotes the rate center of the exchange in which the station of the customer is located. Where a station is not located in an exchange, the location of the station is considered to be the rate center for the purpose of this definition.

Serving Central Office

The term "Serving Central Office" denotes the central office from which a customer or authorized user would normally be served for local exchange telephone service.

Single and Duplex Service

The terms "Single Service" and "Duplex Service" denotes types of arrangement of an interexchange channel provided for Private Line Services. "Single Service" provides for communications at any one time in either direction, but not for communications in both directions simultaneously or for communications in one direction only. "Duplex Service" provides for communications in two directions on the same service simultaneously.

TELEPHONE EXCHANGE SERVICE

DEFINITIONS

Slamming

Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

Station

The term "Station" as used in connection with private line services designates the transmitting and receiving equipment, located on the premises of a customer or authorized used and connected for private line service; the term "Station" as used in connection with channels denotes the premises of a customer at which the channel terminates.

Temporary Service

"Temporary Service" designates private line service furnished for a period of less than one month.

Terminal

The term "Terminal" designates private line service furnished for a private line which is the farthest apart via the selected pricing route.

TELEPHONE EXCHANGE SERVICE

GENERAL REGULATIONS

A. CONCURRENCE

Frontier North Inc., Tariff M.P.S.C. No. 2U asserts to, adopts and concurs with Frontier North Inc., Tariff M.P.S.C. No. 7R for the provisions contained in its General Regulations as they pertain to intrastate services and facilities furnished in Michigan by Frontier North Incorporated, as such tariff now exists or as it may be revised, added to or supplemented by superseding sheets or issues, subject to the jurisdiction of the Michigan Public Service Commission.

B. EXPLANATION OF SYMBOLS

(C) Signifies a Changed regulation.

(D) Signifies a Discontinued tariff or regulation.

(I) Signifies an Increase.

(N) Signifies a New rate or rule.

(R) Signifies a Reduction.

(T) Signifies a Change in Text but no change in Regulation or Rates.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICE CHARGES

A. GENERAL

1. Service charges are applicable with the establishment of telephone service and/or equipment, and for subsequent moves, changes, and additions thereto as specified in the tariff.
2. Service charges consisting of one or more of the following charges apply for new or additional service or changes in service which require the activity or work as briefly indicated under "Charges" or as specified under Application of Charges or as modified by specific tariff item elsewhere in the tariff.

B. DEFINITIONS

1. A premises is a building, portion of a building, or buildings on the same continuous property occupied by the customer in the conduct of his business or occupied by the customer as a residence. All space for offices occupied by a customer on the same or separate floors of one building are considered as a single (or same) premises.
 - 1.1. Same continuous property shall mean an uninterrupted plot of land within the same block and occupied by one customer. Same block is defined as a parcel of land enclosed by, but uncrossed by public thoroughfares. Railroad tracks, rivers and alleys are not considered as public thoroughfares.
 - 1.2. A building shall mean a structure on one foundation or two structures on separate foundations with a common wall or abutting walls with ready access from one structure to the other by means of doorways or permanent openings through the intervening wall or walls. Structures in the same or different block occupied by one customer and connected by passageways shall be considered as the same building if the passageway is actually used as a continuation of the space in the two buildings and not principally used as a walkway.
2. A location shall mean a specific place within a premises.
3. An access line is the line between the serving Central Office and the customer's premises.
4. A connecting apparatus is the connecting block or jack to which the single-line station or terminal device may be connected.
5. A service order charge is a charge that is applied each time a service order must be written, executed and processed. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICE CHARGES

C. APPLICATION OF CHARGES

1. Establishment of Service - An establishment of service order charge applies on each customer order when a new customer account is established. A customer order involving an existing account (made subsequent to establishment of the account) also has an Establishment of Service Charge as shown under "Charges." (T)
 - a. Initial Service Order Charge (N)
Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.
 - b. Subsequent Service Order Charge (N)
Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

The Establishment of Service Order Charge also applies to: (T)
Establishment of a special billing number account at the customer's request.

The Establishment of Service Order Charge does not apply for: (T)
Change in billing address.
Change in classification of service, both business and residence.
2. Central Office Connection Charge - A line connection charge is made for each line on which work is required by the service order; in the central office, outside plant, drop wire or other portion of plant up to the premises served. (T)

Included are such items as change in telephone number or move of drop wire.
3. Access Line Work Charge - The charge applies to work associated with making and changing connection on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers. (N)
(N)
4. Reconnect Charge – Applies to customers temporarily disconnected for non-payment, in order to restore service. (T)
5. Installment Billing - Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICE CHARGES

C. APPLICATION OF CHARGES (continued)

4. Other Applications or Exceptions to Service Charges

- 4.1. The charges specified herein do not contemplate work being performed by the Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
- 4.2. No duplication of charges is made when, owing to the lack of standard equipment specified in a customer's order, installation of other standard equipment is made temporarily in order to provide service.

D. CHARGES

1. Establishment of Service*

1.1.	Initial Service Order Charge, New Account, Per Order	Residential: \$30.00 Business: \$35.00	(C)	(I)
1.2.	Subsequent Service Order Charge, Existing Account, Per Order	Residential 22.00 Business: 26.00		(I)
1.3.	Central Office Connection Charge , Per Line	Residential: 30.00 (C) Business: 39.00 (C) (I)	(C)	(I)
1.4.	Access Line Work Charge	20.00 (I)		(I)
1.5.	Reconnect Charge**	31.00 (I)		(I)

* The Establishment of Service Charge is in addition to installation charges specified elsewhere in the tariff. "Nonrecurring charges" specified elsewhere in the tariff are in addition to service charges.

** Charges based on current establishment of service - existing account charge (D.1) and current line connection charge (D.2).

TELEPHONE EXCHANGE SERVICE

SERVICES

A. SELECTIVE CLASS OF CALL SCREENING SERVICE

1. GENERAL

- 1.1. Selective Class of Call Screening Service is available to subscribers of the Company's local exchange services. This service enables a customer to restrict toll calling from his establishment to those toll calls which are charged to a number other than the calling number. Callers may place only toll calls which are charged to the called telephone number, a third number or a credit card account.
- 1.2. The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Selective Class of Call Screening Service.
- 1.3. Selective Class of Call Screening Service is offered subject to the availability of suitable facilities.
- 1.4. The minimum contract period for Selective Class of Call Screening Service is one month.

2. RATES

- 2.1. The following rates and charges apply to the provisioning of Selective Class of Call Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Per line equipped		
One-Party		
Residence	\$1.31	\$10.00
Business	1.31	10.00
Trunk		
Residence	1.31	10.00
Business	1.31	10.00

TELEPHONE EXCHANGE SERVICE

SERVICES

B. BUSINESS DIAL UP SERVICE (T)

1. GENERAL

Business Dial Up Service is an enhancement to Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities. (T)

2. REGULATIONS

2.1. The parameters of Business Dial Up Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch. (T)

2.2. The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.

2.3. Business Dial Up Service may not be compatible with other services offered herein, such as Call Waiting and Distinctive Ring and is not offered in conjunction with the following: (T)

- Party Line Service
- Foreign Exchange Service
- Foreign Central Office Service
- Off-Premise Extensions
- Customized Multi-line Telephone Service
- PBX trunks or stations
- Outward WATS
- Residence or Business service provided by analog station carrier (e.g. 82A & 84A)

3. RATES

3.1. The following rates are in addition to all applicable nonrecurring and recurring charges shown in tariffs of this Company. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Business Dial Up Service			(T)
Business	\$5.55	\$25.00	

TELEPHONE EXCHANGE SERVICE

SERVICES

C. INTER-SWITCH VOICE MESSAGING

1. GENERAL

ISVM 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). (T)

2. DEFINITIONS

Client - For ISVM, the client is a Residential or Business end user of local Exchange Access Line service or Customized Multi-line Telephone Service. (T)

Customer - 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.

Switching Unit - The central office switch.

3. REGULATIONS

3.1. ISVM is offered subject to the availability of both data link and ISVM facilities.

3.2. 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.

3.3. The Company will determine which central office and transmission facilities are used to provide service.

3.4. Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.

3.5. Customers must agree to purchase adequate facilities as determined by the Company.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. INTER-SWITCH VOICE MESSAGING (Continued)

3. REGULATIONS (Continued)

3.6. Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.

3.7. Customers subscribing to ISVM must also subscribe to data link service.

ISVM is available to compatible and suitably-equipped Centrex customers.

3.8. The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

3.9. 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. The Company will bill time and material charges to the customer as a result of involvement required to correct a condition on a subscriber's line as a result of the customer's incorrect database information.

3.10. Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using the ISVM service.

4. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>
SVM Service Interface, each	\$3000.00	\$2000.00

The rates shown are in addition to applicable local usage and toll charges.

TELEPHONE EXCHANGE SERVICE

SERVICES

D. BASIC REFERRAL SERVICE

1. GENERAL

Basic Referral Service is an optional service which provides new number information to callers dialing changed or disconnected numbers.

2. CONDITIONS

2.1. Basic Referral Service is offered to residence and business customers subject to the availability of suitable facilities.

2.2. The service is provided for a period of 90 days.

2.3. Basic Referral Service will not be provided to customers disconnected for nonpayment.

3. RATES

The following rate is in addition to any other applicable charges shown in tariffs of the Company. The nonrecurring charge applies in addition to all other Nonrecurring Charges when this service is ordered in conjunction with other services.

	<u>Nonrecurring Charge</u>
Basic Referral Service, each number intercepted	\$10.00

TELEPHONE EXCHANGE SERVICE

SERVICES

E. SPECIAL BILLING NUMBER SERVICE

1. GENERAL

- 1.1. Special Billing Number Service is a toll billing service whereby toll calls placed from business customers' premises may be billed to special billing numbers. This will allow the customer to allocate these calls to specific departments, projects or other categories. The special billing number is given to the operator when placing the call and billing is then rendered to the special billing number rather than to the actual central office number from which the call was placed.
- 1.2. This service is available only in exchanges where facility conditions permit.
- 1.3. With this service, station-to-station calls will be charged for at the rate for operator-handled calls.
- 1.4. An initial service ordering charge as covered under Service Charges in Tariff M.P.S.C. No. 1R applies in establishing a special billing number.

TELEPHONE EXCHANGE SERVICE

SERVICES

F. SPECIAL REVERSE TOLL CHARGE SERVICE

1. GENERAL

An arrangement whereby a party in a designated exchange may call to the customer in another exchange at no cost to the calling party. The charges for these toll messages are paid by the party called.

The service provides for a listing in the alphabetical section of the directory containing a special number which, when called, will complete a call to the called party at the other exchange. The listing will indicate the exchange or exchanges at which this service is available.

Additional listings and alternate call listings are available with this service.

2. RATES

	<u>Monthly</u>	<u>Installation</u>
		<u>Charge</u>
2.1. Monthly Service Charge	\$3.60	*
2.2. Message Rate		

The called party will be billed for all calls to the special number at the established rate from the one exchange to the other, for an operator-handled toll call.

* Applicable service ordering changes as covered under Service Charges in Tariff M.P.S.C. No. 1R apply.

TELEPHONE EXCHANGE SERVICE

SERVICES

G. TRANSFER SERVICE

1. GENERAL

Transfer Service is available for the transfer of calls from one exchange line to another.

- 1.1. Manual Transfer Service - is only available for use with one-party exchange service. Calls are transferred from a one-party line to another designated one-party at the customer's will. The transfer is accomplished by the operator of a key located on the customer's premise.
- 1.2. Automatic Transfer Service - is available for use between one-party exchange lines. Calls are automatically transferred between lines or to a designated answering location after a preset time period has elapsed.

2. RATES

	<u>Monthly</u>	<u>Installation Charge</u>
2.1. Manual Transfer Service including key (Available only with exchange service on one-party lines.)	\$2.10	*
2.2. Automatic Transfer Service	3.00	*

* Applicable service ordering changes as covered under Service Charges in Tariff M.P.S.C. No. 1R apply.

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

H. RESERVE TELEPHONE NUMBERS

1. Reserved Telephone Numbers are telephone numbers reserved by a customer for future use. This service is not available for Direct Inward Dial (DID) numbers. DID Reserve Numbers are found in Tariff M.P.S.C. No. 2R.
2. Reserved Telephone Numbers are offered subject to availability for a period not to exceed 180 days, and are not guaranteed until activated in the network.
3. Appropriate Service Charges as listed in Tariff M.P.S.C. No. 1R are applicable.

I. STOP HUNT SERVICE

Stop Hunt Service allows the hunting process to stop when a particular line is reached in a hunting sequence and is offered subject to the availability of suitable facilities.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Stop Hunt Service	\$24.00	\$25.00*

* A Subsequent Service Order charge applies as shown in M.P.S.C. No. 1R. The installation charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

TELEPHONE EXCHANGE SERVICE

SERVICES

J. TOLL RESTRICTION SERVICE

1. GENERAL

- 1.1. Toll Restriction Service is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.
- 1.2. Two Toll Restriction Service options are available:
 - a. Option 1 - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX).
 - b. Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Assist and 911 Emergency.
- 1.3. Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided on party lines or Customized Multi-line Telephone Service Lines. (T)
(T)
- 1.4. Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- 1.5. The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

TELEPHONE EXCHANGE SERVICE

SERVICES

J. TOLL RESTRICTION SERVICE (Continued)

2. RATES

The following rates and charges apply to the provisioning of Toll Restriction Service and are in addition to all other applicable charges as specified elsewhere in other tariffs of the Company.

	<u>Installation Charge</u>
2.1. Option 1, per line equipped	
One-Party	
Residence	\$14.00*
Business	14.00*
Trunk	
Residence	14.00*
Business	14.00*
2.2. Option 2, per line equipped	
One-Party	
Residence	14.00*
Business	14.00*
Trunk	
Residence	14.00*
Business	14.00*

* A Subsequent Service Order charge applies as shown in Tariff M.P.S.C. No. 1R. The installation charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options.

TELEPHONE EXCHANGE SERVICE

SERVICES

K. BILLED NUMBER SCREENING SERVICE

1. GENERAL

- 1.1. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect, third number billed or both to a customer's telephone account.
- 1.2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- 1.3. Billed Number Screening Service is offered subject to the availability of suitable facilities.
- 1.4. The minimum contract period for Billed Number Screening Service is one month.

2. RATES

The following rates and charges apply for the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2.1. Option 1 - No Collect or Third Number Billing,		
- Per line Screened #	\$ 2.50	\$ *
- Over 49 Lines, per line #	1.25	*
- Per COCOT Line Screened	.30	*
2.2. Option 2 - No Third Number Billing,		
- Per line Screened #	\$2.50	\$ *
- Over 49 Lines, per line #	1.25	*
- Per COCOT Line Screened	.30	*
2.3. Option 3 - No Collect Billing,		
- Per line Screened #	\$ 2.50	\$ *
- Over 49 Lines, Per Line	1.25	*
- Per COCOT Line Screened	.30	*

* A Subsequent Service Order charge applies as shown in M.P.S.C. No. 1R. No installation charges apply for this service when ordered on an Initial Service Order.

Billed Number Screening Service per line rates are determined by the total number of Billed Number Screening lines requested (i.e., if a customer requests 0 - 49 lines, all lines will be billed at \$2.00 per line and if a customer requests over 49 lines all lines will be billed at \$1.00 per line).

TELEPHONE EXCHANGE SERVICE

SERVICES

L. SPLIT 1+DDD BLOCKING SERVICE

1. GENERAL

- 1.1. Split 1+DDD Blocking Service is an optional feature that only blocks the direct dialed sequences of 10xxx+1+ and 10xxx+011+. This feature is offered on a per line or per trunk basis.
- 1.2. The Company makes no guarantee and assumes no liability for the accuracy of Split 1+DDD Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Split 1+DDD Blocking Service.
- 1.3. Split 1+DDD Blocking Service is offered subject to the availability of suitable facilities. (Note: Only available from No. 5 ESS switches.)
- 1.4. The minimum contract period for Split 1+DDD Blocking Service is one month.

2. RATES

The following rates and charges apply for the provisioning of Split 1+DDD Blocking Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Split 1+DDD Blocking (per line/trunk)	\$5.00	\$26.00

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES

1. GENERAL

- 1.1. Calling Services consists of optional services for use in connection with a customer's Local Exchange Service. Calling Services are available in either individual or packaged configurations. Custom Local Area Signaling Services (CLASS) include Busy Number Redial, Call Return (*69), Selective Call Rejection, Call Trace, Do Not Disturb, Selective Call Forwarding, Special Call Waiting, Priority Call, Caller ID – Number Only, Caller ID Name and Number and Selective Blocking (Per Call). (T)
- 1.2. Calling Services is offered where facility conditions permit and capacity is available in the serving central office.
- 1.3. The service is available to individual line business and residence exchange services, excluding semi-public service, with the exception of the Call Waiting service which is not available on rotary key lines.
- 1.4. Custom Local Area Signaling Service (CLASS) is subject to the following restrictions:
 - a. CLASS 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.
 - b. Operator assisted calls will override CLASS services.
 - c. Pay Telephone Service will not be enabled with CLASS services, just as they are not enabled with other Calling Services. They will operate with the CLASS system, however, and interaction with all the services will be permitted.
 - d. Call Tracing Service will be the only nuisance call tracing service available to residence one-party and business one-party customers where this CLASS service is offered.
- 1.5. The Satisfaction Guarantee will apply for Calling Services outlined herein. The customer must first agree to subscribe to the applicable service(s) at the monthly rate outlined herein.

If at anytime the customer notifies Frontier that they are not satisfied with the Calling Service(s) provided, they will be entitled to a full refund of one (1) month's Monthly Recurring Charge, or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill and Frontier will remove the service from the customer's account. Each customer will be entitled to the credit one time per service.

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14450 Burnhaven Dr, Burnsville MN Jack.Phillips@fr.com

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES

- 2.1. Call Forwarding permits a customer to have all calls incoming to his telephone number transferred to any dialable telephone number.

The grade of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade of transmission is not guaranteed on any forwarded call.

This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

- 2.2. (D)
|
(D)
- 2.3. Speed Calling permits a customer to reach preset numbers by abbreviated dialing. Speed Call-8 provides for up to eight preset numbers*. Speed Call-30 provides for up to thirty preset numbers. The system allows the customer to alter his speed calling line. (T)
- 2.4. Three-Way Calling permits a customer to add a third party to an existing conversation. The grade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete such a call; therefore, the Telephone Company makes no representation as to the quality of transmission.
- 2.5. Camp On/Busy Number Redial* permits a customer to dial a camp-on code when a busy station is reached. (T)
The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung, and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically.
- 2.6. Last Number/Save Number Redial* permits a customer to dial a code which initiates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically. (T)
- 2.7. Selective Call Acceptance – Allows a customer to select 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. (N)
|
(N)
- 2.8. Call Forward Busy/No Answer-Variable permits the customer to have all incoming calls to a telephone number automatically transferred to another seven- or ten-digit telephone number when the primary number is busy or not answered after a specified interval of time. Call Forward Busy/No Answer is not available in connection with Call Forwarding, Call Waiting, or rotary (trunk hunting) service.

*This service has been grandfathered (N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

- 2.9. Distinctive Ring allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth in Tariff M.P.S.C. No. 2R will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

- 2.10. Busy Number Redial (*66) allows a customer to activate automatic later placement of their call. When a busy signal is reached, the call is queued for up to 30 minutes and is automatically retried until both parties are available. The call is not automatically retried for periods longer than 30 minutes. (T)

- 2.11. 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, information 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. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back. (T)

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot automatically return all calls. 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.

Per activation customers are charged upon announcement of information 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.

- 2.12. Selective Call Rejection allows a customer to reject all attempts from up to a certain number of telephone numbers. The customer pre-programs telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. (T)

- 2.13. Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Services are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, customer agrees that Frontier shall not be liable for damages due to an inability to trace the call(s). (T)

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

B. DESCRIPTION OF SERVICES (Continued)

- 2.14. Do Not Disturb* allows a customer to select specific telephone numbers (maximum of 12) 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. (T)
- 2.15. Selective Call Forwarding is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12), from which calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from one of the pre-specified numbers will be forwarded. (T)
- 2.16. Special Call Waiting* allows a customer to choose the numbers (maximum of 12) which can activate Call Waiting. Calls placed from numbers not selected by the customer receive busy signals, when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line. (T)
- 2.17. 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 distinctive call waiting tone.
- 2.18. Caller ID – Number Only* provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID - Number service will forward the calling number (typically by the second ring) from the appropriately equipped central office to the customer provided display device. The Company will forward non-blocked telephone numbers subject to technical and other limitations, including the availability of the number for forwarding. (T)
- All customer provided equipment used to interface with Caller ID – Number only must be connected in accordance with the provisions of the Federal Communication Commission's Registration Program.
- 2.19. Call Waiting ID* is a service that allows a Caller ID/Call Waiting subscriber who is on an existing call to receive caller identification information on a new incoming call. Based on such information, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as the existing Call Waiting service except that the subscriber has the ability to identify the waiting caller. The name and telephone number of the caller may not be displayed for every new 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. The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (or Caller ID Number Only) at the tariffed rates for each service or as part of a discounted package. The customer must specifically subscribe to Call Waiting ID service, even though there are no additional rates or charges. (T)

*This service has been grandfathered

(N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

- 2.20. Call Forwarding 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 Forwarding Busy customer.
- 2.21. Call Forwarding 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 Forwarding No Answer customer.
- 2.22. Call Forwarding Busy/Line Don't Answer - Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy or is not answered. 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 Forwarding Busy/Line Don't Answer customer.
- 2.23. Caller ID with Name - 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. (T)
- 2.24. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

2.25. Selective Blocking (Per Call) is a service where the calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (Per Call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed.

2.26. Anonymous Call Rejection is an arrangement that allows a called party to block calls from parties that have activated the Selective Blocking (Per Call) service to prevent the display of their telephone numbers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the Selective Blocking (Per Call) service. Customers may activate or deactivate this arrangement by dialing a preassigned code. (T)
(T)

2.27. Complete Blocking (Per Line) - Provides a permanent private indicator on a customer's line which shows "Private" on a customer's Caller ID display unit. If the customer wishes to have their number "unblocked" for one call, the assigned access code should be dialed prior to dialing the telephone number. Complete Blocking does not prevent delivery of telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g. 0+, 0-, 700/800/900 and 911 Services).

Complete Blocking is available at no additional charge to:

- a. Agents of the Law Enforcement Community i.e. Police, Sheriff, FBI, Attorney General's Office, and City/County/State Prosecutor's Office.
- b. Employees and Volunteers of an established Domestic Violence Intervention / Support Agency.
- c. Those individuals under the protection of a Domestic Violence Intervention / Support Agency, a Crime Support Agency, or Court Order.

2.28. Call Waiting/Cancel Call Waiting

Call Waiting alerts the Customer, by means of a tone signal, that a second caller is trying to reach his number. The Customer may answer the incoming call by placing the original call on hold, and may alternate between calls via use of the switchhook; a three-way conference cannot be established.

Cancel Call Waiting permits the Customer, prior to establishing a call, to dial a code which will prevent the call waiting tone signal from interrupting the call. The tone signal function will automatically restore to the customer's line upon a disconnect. If the customer also subscribes to Three-Way Calling, the Cancel Call Waiting feature can be activated during the call.

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

3. FLEXIBLE PACKAGING (X)

3.1. This flexible packaging service offers a discount when the customer subscribes to four or Frontier calling services as specified in 2. following. If the number of services ordered is less than four or the customer removes a service or services such that the total subscribed to becomes less than four, the discount does not apply and the rates as specified in E. following will apply. The service is available to single line residence customers only.

3.2. The following services are available for the Flexible Packaging offering:

Automatic Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Special Call Forwarding
Call Forwarding	Speed Dialing 8
Call Waiting	Speed Dialing 30
Caller ID	Three Way Calling
Caller ID – Number Only	Priority Call

3.3. The discounts are applicable as follows:*

Residence Service	40% Discount
-------------------	--------------

* Anonymous Call Block and Cancel Call Waiting are not included toward the threshold. Their rates, however, will be discounted if the threshold quantity is met.

(X) Service limited to existing customers as of April 1, 2001

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

4. 150 SATELLITE CHANNEL PROGRAMMING PAC (T)

- 4.1. This service offers a discount of 30% off the rates as specified following to single line business customers who subscribe to individual Frontier calling services. This discount applies only when the customer subscribes to three or more of the following services*:

Automatic Busy Redial
*69
Call Block
Call Forwarding
Call Forward Busy/No Answer-Variable
Call Waiting/Cancel Call Waiting
Caller ID
Caller ID – Number Only
Distinctive Ring
Do Not Disturb
Select Call Forwarding
Speed Dialing 8 and 30
Three Way Calling
Priority Call

- 4.2. If three or more services are ordered, the discount will apply on rates of all services.
- 4.3. If the customer subscribes to less than three services or the customer removes a service(s) such that the total subscription becomes less than three, the discount does not apply.
- 4.4. A service may be added at a later date for the discount to apply. A service may also be substituted for another at a later date and the discount will continue to apply.

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

5. Feature Plan - Business (T)

This service offers a discount up to 50% off the rates as specified in 6. following, to small business customers who subscribe to Features Plan - Business. Features Plan - Business is a calling service which offers customers a choice of three pre-defined packages containing four to six calling services with value-added features. Customers who commit to a term agreement ranging from one to three years will receive a discount off the current individual monthly tariffed rates for these packaged features. Any customer who elects to terminate service prior to completion of the initial term commitment period, shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term. In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring rate, however Termination Liability will be waived. If the customer terminates service to subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business with Feature Package One, Two or Three, no termination charges will apply. Available on a subscription basis only, one to multi-line (voice) small business customers, Feature Plan-Business offers the following packages:

5.1. Feature Plan Basic – (T)

Call Waiting/Cancel Call Waiting
Three Way Calling
Caller ID
Select Call Forwarding

5.2. Feature Plan Complete - (T)

Call Forwarding
Three Way Calling
Call Waiting/Cancel Call Waiting
Caller ID

5.3. Feature Plan Deluxe - (T)

Caller ID
Call Waiting/Cancel Call Waiting
Three Way Calling
Call Forwarding
*69
Distinctive Ring

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES

	<u>Monthly</u>	<u>Installation, Move or Change</u>	
6.1. Call Forwarding, Per line equipped			
Business Service	\$9.50	**	
Residence Service	\$9.25	**	(l)

Line Haul Charges

- a. Between the calling party and the telephone equipped for Call Forwarding -

The calling party is responsible for payment of regularly applicable charges for sent-paid messages. For collect calls, the party subscribing to the Call Forwarding service is responsible for the payment of charges if a party at the number to which calls are forwarded accepts the call.

- b. Between the telephone equipped for Call Forwarding and the number to which the call is forwarded -

The customer subscribing to Call Forwarding is responsible for the payment of regularly applicable charges for a dialed station-to-station call.

On a person-to-person or collect call that is not accepted, the party subscribing to the Call Forwarding service will be charged the dial station-to-station rate in effect for this portion of the call.

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.2.				
6.3. Speed Calling, Per line equipped				
Speed Call – 8*				
Business Service*	6.00		**	
Residence Service*	4.00		**	
Speed Call – 30				
Business Service	6.99		**	
Residence Service	6.00		**	
6.4. Three-Way Calling, Per line equipped				
Business Service	9.00		**	
Residence Service	10.00		**	(I)
Per Activation (non-subscription)		\$4.45***		(I)
6.5. Camp On/Busy Number Redial*, Per line equipped				
Business Service	3.50		**	
Residence Service	3.50		**	
6.6. Last Number/Save Number Redial*, Per line equipped				
Business Service	2.95		**	
Residence Service	2.95		**	

* This service has been grandfathered

** Service Charges do not apply to the installation or changes in Calling Services.

*** The maximum charge is \$15.00 per month, per line.

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TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.7. Selective Call Acceptance				
Per line equipped				
Business Service	6.00		**	
Residence Service	6.50		**	
6.8. Call Forward Busy/No Answer Variable,				
Per line equipped				
Business Service	9.50		**	
Residence Service	9.25		**	(l)
6.9. Distinctive Ring,				
Per line equipped				
Business Service	7.50		**	
Residence Service	6.99		**	
6.10. Busy Number Redial				
Per line equipped				
Business Service	6.99		**	
Residence Service	6.50		**	
Per Activation (non-subscription)		\$3.00 ***		
6.11. Call Return (*69)				
Per line equipped				
Business Service	7.50		**	
Residence Service	6.50		**	
Per Activation (non-subscription)		\$3.00 ***		

* This service has been grandfathered
 ** Service Charges do not apply to the installation or changes in Calling Services.
 *** The maximum charge is \$15.00 per month, per line.

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.12. Selective Call Rejection				
Per line equipped				
Business Service	\$6.00			**
Residence Service	6.50			**
6.13. Call Trace				
Per line equipped				
Business Service	6.00			**
Residence Service	5.50			**
Per Activation Business (non-subscription)		\$8.00	***	
Per Activation Residential (non-subscription)		\$8.00	***	
6.14. Do Not Disturb*				
Per line equipped				
Business Service	4.00			**
Residence Service	5.00			**
6.15. Selective Call Forwarding				
Per line equipped				
Business Service	6.99			**
Residence Service	7.00			**
6.16. Special Call Waiting*				
Per line equipped				
Business Service	6.00			**
Residence Service	5.00			**
6.17. Priority Call				
Per line equipped				
Business Service	6.00			**
Residence Service	6.50			**
6.18. Caller ID – Number Only*				
Per line equipped				
Business Service	16.50			**
Residence Service	9.50			**

* This service has been grandfathered

** Service Charges do not apply to the installation or changes in Calling Services.

*** The maximum charge is \$32.50 per month, per line.

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Installation, Move or Change</u>	
6.19. Call Waiting ID (Per Line)*			
Business Service	None	**	
Residence Service	None	**	
6.20. Call Forwarding Busy Fixed			
Per line equipped			
Business Service	\$9.50	**	
Residence Service	9.25	**	
6.21. Call Forwarding No Answer Fixed			
Per line equipped			
Business Service	9.50	**	
Residence Service	9.25	**	
6.22. Call Forwarding Busy Line/Don't Answer			
Per line equipped			
Business Service	9.50	**	
Residence Service	9.25	**	
6.23. Caller ID with Name			
Per line equipped			
Business Service	19.75	**	(l)
Residence Service	13.75	**	
6.24. Selective Blocking (Per Call)			
Business Service	None	**	
Residence Service	None	**	
6.25. Anonymous Call Rejection			
Per line equipped			
Business Service	6.50	**	
Residence Service	6.00	**	
6.26. Complete Blocking (Per Line)			
Business Service	None	**	
Residence Service	None	**	

* Customers subscribing to Call Waiting ID must pay tariff rates for both Call Waiting and either Caller ID – Number Only or Caller ID.

** Service Charges do not apply to the installation or changes in Calling Services.

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly Rate</u>	
6.27. Multiple Simultaneous Call Forward		
Business Service	\$ 11.00	
Residence Service	\$ n/a	
6.28. Call Waiting/Cancel Call Waiting		
Business Service	\$15.00	(l)
Residence Service	\$ 10.25	
6.29. Enhanced Call Forward		
Business Service	\$13.00	
Residence Service	\$13.00	
6.30. Packages		
a. Basic Feature Pack (X)		
Residence Service	\$10.95	
*69, Call Block, Caller ID, Call Waiting, Cancel Call Waiting, Three-Way Calling		
b. Complete Feature Pack (X)		
Residence Service	16.95	
Automatic Busy Redial, *69, Call Block, Call Forwarding, Caller ID, Call Waiting, Cancel Call Waiting, Distinctive Ring, Special Call Acceptance, Select Call Forwarding, Speed Dialing 30, Three-Way Calling, Priority Call, Anonymous Call Block		

(X) Service limited to existing customers as of April 1, 2000.

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

Monthly
Rate

(T)

6.30. Packages (Continued)

c. Multi Package Residential Offer - Option A

Residence Service \$19.25

Anonymous Call Block
Automatic Busy Redial
*69
Call Block
Call Forwarding
Caller ID
Call Waiting or
Call Waiting ID (Where available)
Cancel Call Waiting
Distinctive Ring
Special Call Acceptance
Select Call Forwarding
Speed Dialing 8
Three-Way Calling
Priority Call

d. Multi Package Residential Offer - Option B

Residence Service \$12.25

*69
Call Block
Call forwarding
Call Waiting
Cancel Call Waiting
Three-Way Calling

TELEPHONE EXCHANGE SERVICE

SERVICES

M. CALLING SERVICES (Continued)

6. RATES (Continued)

Monthly
Rate

6.30. Packages (Continued)

(T)

e. Feature Plan Basic

1 year	\$18.30
2 year	16.79
3 year	15.25

f. Feature Plan Complete

1 year	18.00
2 year	16.52
3 year	15.00

g. Feature Plan Deluxe

1 year	27.00
2 year	24.78
3 year	22.50

TERMINATION LIABILITY AGREEMENT:

In the event Service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for payment of termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY.

The availability of Exchange Telephone Service within a particular exchange is limited to the classes and grades of service indicated in schedules found in Tariff M.P.S.C. No. 1R.

All calls to 911 emergency service; calls to the Telephone Company Business Office, Directory Assistance, and Repair Service; and operator completed calls will be exempt from Message unit charges.

¹ Basic Exchange Service does not include the provision of a station.

² Residential service without Touch Call Service is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

N. REMOTE CALL FORWARDING SERVICE

1. GENERAL

1.1. Remote Call Forwarding (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located either within the home exchange or beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party who receives the automatically forwarded call.

1.2. The telephone number equipped for RCF Service is hereinafter referred to as a RCF number.

2. CONDITIONS

2.1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.

2.2. The RCF customer must be located either within the home exchange or beyond the local calling area of the exchange where the RCF number is furnished.

2.3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.

2.4. RCF Service is not suitable for satisfactory transmission of data.

2.5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.

2.6. The Remote Call Forwarding terminating telephone or line may not be equipped with any Call Forwarding or Remote Call Forwarding Feature.

2.7. The Company will not provide identification of the calling party number to the RCF customer.

2.8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in the Unregulated Services - Directory Listings Section.

2.9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.

2.10. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.

2.11. The minimum contract period for RCF Service is three months.

2.12. Remote Call Forwarding to an International number is not allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

N. REMOTE CALL FORWARDING SERVICE (Continued)

3. RATES

- 3.1. The following rates and charges are for the RCF feature only and are in addition to toll and local charges specified in applicable tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Remote Call Forwarding Service, Business, each line equipped	\$34.00	\$ *	(l)
Residence, each line equipped	34.00	*	(l)

- 3.2. For that portion of the call between the calling party and the RCF number:

- a. The calling party is responsible for payment of the applicable charges to call the RCF number.
- b. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.

- 3.3. For the portion of the call between the RCF number and the answering location:

The RCF customer is responsible for payment of applicable local message unit charges and intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location.

* Service Charges apply as shown in Tariff M.P.S.C. No. 1R.

TELEPHONE EXCHANGE SERVICE

SERVICES

O. DIRECTORY LISTINGS

1. LISTINGS

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

2. RATES

Additional Listing	Residential	\$6.00	(I)
	Business	\$24.00	
Foreign	Residential	\$6.00	
	Business	\$6.50	
Extra Line of Info	Residential	\$5.50	(I)
	Business	\$24.00	
Non-Listed	Residential	\$6.50	
	Business	\$6.50	
Non-Published	Residential	\$7.00	
	Business	\$7.00	

TELEPHONE EXCHANGE SERVICE

SERVICES

Reserved for Future Use

(D)

(D)

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TELEPHONE EXCHANGE SERVICE

SERVICES

Reserved for Future Use

(D)

(D)

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SERVICES

Reserved for Future Use

(D)

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TELEPHONE EXCHANGE SERVICE

SERVICES

Q. VACATION SERVICE* (C)

1. GENERAL

Vacation service arrangements provide for the temporary discontinuance of service at the customer's request without termination of contract.

2. REGULATIONS

2.1. Availability of Service

- a. Vacation service is provided where facilities are available. Business Measured Rate Access lines and Residential Flat Rate Lines are eligible for the service. Vacation service is not available to Residential Measured or Lifeline customers.
- b. The Telephone Company reserves the right to refuse vacation service arrangements to any customer whose account is delinquent.

2.2. Limitations

- a. Vacation service rate allowances will not be made for periods of less than one (1) month.
- b. Vacation service is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.
- c. During the period of Vacation service, no installations, moves, changes or maintenance will be provided, however, changes in billing address is allowed.
- d. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months.

2.3 Service During Suspension

No outward or inward service is given during the period the customer has vacation service.

2.4. Billing

Monthly bills are rendered at the reduced vacation service rate during the vacation service period and are to be paid in accordance with regular collection practices.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Q. VACATION SERVICE* (Continued)

(C)

3. RATES

- 3.1. During the period that the customer is furnished vacation service, an allowance is made of 100% of the scheduled rate for local service.
- 3.2. During the period the customer is furnished vacation service, vertical services or miscellaneous services associated directly with the line service will not be charged.
- 3.3. Any miscellaneous service not directly associated with the line service such as a directory listing or operator services will continue at the standard tariffed rates.
- 3.4. Nonrecurring Charges
 - a. All applicable service charges in Tariff M.P.S.C. No. 1R apply at the time Vacation Service is established.

	<u>Business Charge</u>	<u>Residential Charge</u>
Subsequent Service Ordering	\$16.05	N/A
Line Change Charge (per line)	\$7.60	N/A

- b. No additional service charges apply to restore service at the completion of the vacation service period.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

TELEPHONE EXCHANGE SERVICE

SERVICES

R. CORRECTIONS COLLECT

1. GENERAL

Corrections Collect denotes a station-to-station collect call where the person originates the call from a correctional facility using special restricted corrections service.

2. APPLICATION OF CHARGES

The Corrections Collect rate schedule applies when the person originating the call is calling from a correctional facility using special restricted corrections service. In addition to the rate below, the assisted call charges on sheet 40 apply.

3. RATES

Per Minute Rate \$0.20

S. RETURNED PAYMENT CHARGE

1. Returned Payment Charge applies to any payment which is 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.

2. A charge of \$25.00 will apply for returned payments for residential and business customers.

T. LATE CHARGES

1. A late payment charge applies when a customer's previous month's bill has not been paid in full, leaving an unpaid balance of \$20.00 or more. The late payment charge on the unpaid balance will be 1.5 percent or \$9.00 for residential customers and 1.5% and \$14.00 for commercial customers, whichever is greater. The late payment charge will be carried forward and is included in the total amount due on the current bill. (R)

A customer shall not be liable for any late payment charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute. A late payment charge will not be added after a bill goes final.

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS

1. ASSISTED CALL CHARGES

1.1. LOCAL CALL

From a public or semi-public telephone or coinless telephone service - The appropriate Assisted Call Charge applies in addition to the message rate charge indicated elsewhere in the Company's Tariffs.

1.2. MESSAGE TOLL CALL - Apply the rate specified under the appropriate Rate Schedule (i.e. Customer Dialed Direct, Customer Dialed Calling Card etc.) in Tariff M.P.S.C. No. 3R plus the appropriate Assisted Call Charge.

1.3. ASSISTED CALL CHARGES

	Charge Per <u>Call*</u>	
Station Sent Paid	\$4.50	(I)
Customer Dialed Calling Card Station	0.95	
Operator Assisted Station - Calling Card	2.50	
Operator Assisted Station – Collect	4.50	
Operator Assisted Station – Collect, Inmate	1.75	
Operator Assisted Station - Third Number Billed	4.50	
Operator Assisted Station - Time & Charges	3.50	
Person-to-Person Calls	5.50	(I)
Operator Corrections	3.25	(N)

* All assisted call charges are in addition to the Local or Message Toll Charges specified elsewhere in the tariffs.

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

1. ASSISTED CALL CHARGES (Continued)

(N)

1.4 Live Operator Fee

a. General

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

This fee will not apply if:

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

b. Rates and Charges

Live Operator Fee, per occurrence

Nonrecurring Charge

\$1.50

(N)

1.5. Definitions

(T)

Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

Operator Assisted Time and Charges

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

Operator Assisted – Corrections

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

Billed to Third Number

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

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TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

2. TOLL TERMINAL LINES (X)

2.1. GENERAL

- a. Toll Terminal Lines (special access lines for outward toll service) are provided to customers having exchange service at the Toll Terminal location.
- b. Toll Terminal Lines originate in the customer's serving central office switching equipment. The termination at a customer's premises may be in instruments or PBX Systems.
- c. Connections are not established between Toll Terminal Lines.
- d. When a Toll Terminal customer is located in a different rate center than the toll office, the message toll charges applying on messages passed over the Toll Terminal Lines are the charges applying in the toll rate center in which the customer is located.
- e. Directory Assistance Service - The conditions and charge, for Directory Assistance Service are specified by the company providing the Toll Terminal Service.

2.2. MONTHLY CHARGES

- a. For Toll Terminal Lines located within the base rate area as specified for the exchange and including the associated circuit:
 - (1) Monthly Rates each:
 - (a) If a customer's exchange provides one-party flat rate service for business (B1), Toll Terminal Lines are considered as B1 service using the B1 rate for that exchange.
 - (b) The rates for B1 are specified in Tariff M.P.S.C. No. 1R.
 - (2) Nonrecurring Charges, establishment of service and subsequent additions or moves - replaced by Service Charges specified on sheet 43 following.
- b. For Toll Terminal Lines located outside the Base Rate Area Rural Zone charges for one-party service, as applicable to the customer's location, apply in addition to the charges in a. preceding.
- c. When, at the initiative of the Company, Toll Terminal Lines are connected to a toll office in a central office other than that which serves the customer, no special charge is made for the circuit between the toll office and the customer's serving central office. However, when a customer requests that a Toll Terminal Line be connected to a toll office other than that to which it ordinarily would be connected, Foreign Central Office mileage charges apply in addition to the specified charge for the Toll Terminal.

(X) Indicates service is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

2. TOLL TERMINAL LINES (X) (Continued)

2.3. SERVICE CHARGES

a. General

- (1) The Service Charges covered herein are applicable in connection with the establishment of Toll Terminals.
- (2) Service Charges:
 - (a) Miscellaneous Services Charge - The charge for performing miscellaneous service, at the customers request.
 - (b) Line Connection Charge - The charge for performing all or part of the operations associated with the connection of a Toll Terminal line for provision of network access. The Company will terminate network access in a Network Interface, as defined elsewhere in the Company's tariffs.

b. Definitions:

- (1) Customer Premises - one building or portion of a building occupied by a customer either in the conduct of his business or as a residence. All offices occupied by a customer on the same or separate floors of one building or different building on the same continuous property are considered as part of the customer premises.

Where regular exchange service or Centrex service is furnished in a communal type dwelling such as a dormitory, hotel, boarding house or apartment, the term "Customer's Premises" refers to the room, apartment or suite of rooms occupied by the user. Under the same conditions, "Customer's Premises" for the management of such a dwelling would include all the other space not occupied by a tenant, e.g. halls, administrative offices, etc.

- (2) Same Continuous Property - is an uninterrupted plot of land occupied by one customer within the same block. "Same Continuous Property" excludes expressways or right-of-way property of railroad, power and pipe line companies.
- (3) Move - is the transfer of telephone equipment from one location to another location within the customer's premises.

(X) Indicates service is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

2. TOLL TERMINAL LINES (X) (Continued)

2.3. SERVICE CHARGES (Continued)

c. Charges

(1)	Miscellaneous Service Charge	\$ 8.35
(2)	Line Connection Charges	
(a)	Each line or trunk	42.00
(b)	Line Rearrangements, per line	30.50

d. Application of Service Charges

Service Charges apply to install, change or move service and equipment. Unless otherwise specified, Service Charges are in addition to Installation Charges and Nonrecurring Charges.

Service Charges are not applicable for Company initiated work.

(1) Miscellaneous Services Charge

One charge covers all miscellaneous services performed at the same time for the same service.

(2) Line Connection Or Rearrangement Charges

(a) Line Connection Charges for lines or trunks are applicable as follows:

One Line Connection Charge applies for each Toll Terminal line or trunk connected.

(b) Line Connection Charges are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without lapse in rendition of service or change in class of service in the case of change in responsibility for payment for service, only the Miscellaneous Service Charge as specified in (1) preceding is applicable.

(c) A line rearrangement charge is applicable for each change in telephone number, made at the customer's request.

(X) Indicates service is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE

(T)

(D)

(D)

Issued on the authority of Public Act 179 of 1991, as amended

Issued: February 28, 2018

Effective: March 1, 2018

By: Jack Phillips, Director – Government and External Affairs
14450 Burnhaven Dr, Burnsville MN Jack Phillips@ftr.com

952-435-1373

TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE (T)

(D)

(D)

Issued on the authority of Public Act 179 of 1991, as amended

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TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE

(T)

(D)

(D)

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TELEPHONE EXCHANGE SERVICE

SERVICES

U. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE

4.6. CONVENIENCE FEE

- a. A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.
- b. This fee will not apply if:
 - The automated payment systems are unavailable due to system outages.
 - At the time payment is made, the customer agrees to sign up for automatic bill payment
 - Payment is taken for a deposit.
 - The payment is for a Government account.
- c. Convenience Fee, per occurrence \$10.00 (l)

Issued on the authority of Public Act 179 of 1991, as amended

Issued: November 16, 2018

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TELEPHONE EXCHANGE SERVICE

SERVICES

V. HIGH VOLTAGE PROTECTION SERVICE

1. GENERAL

1.1. Company facilities that extend to a high voltage environment such as, electrical power generating stations, substations, and electrical switching or distributing locations require special protection against:

- Ground potential rise
- Longitudinal induced voltage
- Electrical contact between power and telecommunication conductors
- A combination of all of the above

1.2. This service will provide high voltage isolation for telecommunications, while enabling the normal A.C. and D.C. signaling between C.O. and substation equipment during high ground potential rise (GPR) environment due to electrical power faults.

2. CONDITIONS

This service is available to all customers requiring high voltage protection. If a customer already has the common equipment necessary to provide high voltage protection they may order 2-wire, 4-wire, B-1 or DDS without ordering additional common equipment.

3. RATES

<u>ITEM</u>	<u>NRC</u>	<u>MRC</u>
Two-Wire w/o Common Eqpt	\$ 73.00	\$ 61.00
Two-Wire w Common Eqpt	421.00	189.00
Four-Wire w/o Common Eqpt	73.00	39.00
Four-Wire w Common Eqpt	421.00	167.00
B-1 w/o Common Eqpt	73.00	39.00
B-1 w Common Eqpt	421.00	167.00
DDS w/o Common Eqpt	73.00	28.00
DDS w Common Eqpt	421.00	156.00

Issued: August 17, 2010

Effective: August 18, 2010

By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)
(T)

1. GENERAL

Customized Multi-line Telephone Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) Customized Multi-line Telephone Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Customized Multi-line Telephone Service system may not be provided for stand alone service only; access to the Company's exchange network must be provided. (T)
(T)

2. CONDITIONS

- 2.1. Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service is available where central office and operating facilities and conditions permit metering of local service. Digital (ISDN) Customized Multi-line Telephone Service Circuit Switched Data (CSD) calls are provided on a usage basis. (T)
- 2.2. A minimum of 2 Customized Multi-line Telephone Service (Analog or Digital) Service lines are required. (T)
- 2.3. A customer may select only one analog Customized Multi-line Telephone Service Feature Package per customer group and one digital Customized Multi-line Telephone Service Voice package per customer group. Digital (ISDN) Customized Multi-line Telephone Service Data Feature packages may be selected on a per line basis. (T)
(T)
- 2.4. One bill will be rendered for each Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service customer group. Separate bills per location may be rendered when the business group is physically served by a different serving wire center and/or is at a different mailing address. Separate bills are rendered monthly for Special Service access lines. (T)
(T)
- 2.5. The Company will furnish one alphabetical directory listing per Customized Multi-line Telephone Service customer group without charge. Additional listings may be purchased at rates listed under the Directory Listings Section of this tariff. (T)
(T)
- 2.6. Customized Multi-line Telephone Service is offered on a term basis commencing on the date the service is established. (T)
- 2.7. Digital (ISDN) Customized Multi-line Telephone Service requires a minimum service period of three months for each line which is composed of a Local Loop (From Tariff M.P.S.C. No. 2R) and a Service Type, Access Service. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS

- 2.8. Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service Line and Feature Packages rates apply each month from the time the customer group placed in service. (T)
- 2.9. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all customer group cabling used in association with / Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service are provided by and remain the property of the Company. (T)
(T)
- 2.10. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service features. (T)
- 2.11. Rates and charges for Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service contemplate the use of central office equipment selected by the Company. (T)
(T)
- 2.12. Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service lines may not be terminated on a PBX/PABX or equivalent customer groups. (T)
- 2.13. All Customized Multi-line Telephone Service lines must be loop start. (T)
- 2.14. If a customer chooses to combine Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service customer group, all stations must be served by the same central office. A central office is defined by the assignment of separate NXX codes for a serving area. (T)
(T)
(T)
- 2.15. A customer with multiple Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service customer groups may link his customer groups with inter-office lines to permit intercom dialing. Inter-office line charges will apply. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.16. Where the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge as specified in Tariff M.P.S.C. No. 1R, is applicable. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices. (T)
(T)
(T)
(T)

2.17. Where the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service station line of the same customer group is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in Tariff M.P.S.C. No. 25R. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices. (T)
(T)
(T)

2.18. Private Line arrangements, Special Access Services, or foreign dial tone connected with Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs. (T)
(T)

2.19. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional Customer group features.

2.20. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.21. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term.

Should subsequent line deletions result in reductions causing the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to 2000, from Feature Package 3000 to 2000 etc.), his existing per line term commitment rate will be changed to reflect the new Feature Package rate. The new term rate will apply for the duration of the existing term commitment period. Data Base Program charges will apply.

The term commitment period for Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service Optional Features is based upon the initial term commitment period for the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service Customer group. Subsequent additions of Optional Features will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term. (T)
(T)
(T)

2.22 Termination Liability

In the event Customized Multi-line Telephone Service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. (T)

2.23 If the Customized Multi-line Telephone Service system falls below two lines, it will no longer be considered a Customized Multi-line Telephone Service system. The remaining lines will be converted to individual business lines with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.24. Customer Moves and Changes (CMAC)

Customer Moves and Changes (CMAC) is available to either existing or new Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service customers. (T)
(T)

CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

Customers with compatible customer premises equipment may access CMAC from any new or existing local exchange access line.

Customers will have 24-hour access to the CMAC system except when restricted during times of maintenance. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.

The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

Some of the lines in a customer's Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service customer group cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these Company-specified lines will be made through the Company's existing service order procedure. (T)
(T)

All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The customer may experience delays in change requests due to priority central office switch processor functions.

CMAC service is provided per customer Customized Multi-line Telephone Service system. (T)

The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.

Customers requesting CMAC Service for 201 or more lines will be priced per entity inquiry.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.24. Customer Moves and Changes (CMAC) (Continued)

- a. Customer Moves and Changes (CMAC) provides Customized Multi-line Telephone Service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Customized Multi-line Telephone Service from the customer's computer terminal. (T)
(T)
- b. The management capabilities of CMAC include, but are not limited to, the following:
 - (1) Service Option Information Changes:
 - (a) Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
 - (b) Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
 - (c) Call Forwarding Number - The customer can change the number that a station user forwards calls.
 - (d) Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
 - (e) Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
 - (2) Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
 - (3) Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a Customized Multi-line Telephone Service system. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.25. Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service CLASS (T)

Custom Local Area Signaling Service (CLASS) is a group of Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service features offered to customers subscribing to Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service local exchange service. (T)
(T)

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service is initially established. (T)
(T)

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

In order to subscribe to Customized Multi-line Telephone Service/Digital (ISDN) Customized Multi-line Telephone Service CLASS, the customer must also subscribe to at least Customized Multi-line Telephone Service Digital (ISDN) Customized Multi-line Telephone Service Feature Package 1000 for analog Customized Multi-line Telephone Service Stations and a B-Channel configuration with voice on Digital (ISDN). (T)
(T)
(T)
(T)

2.26. General - Digital (ISDN) Customized Multi-line Telephone Service (T)

Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Customized Multi-line Telephone Service will be provided where central office capabilities and conditions permit. (T)

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications customer group to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Customized Multi-line Telephone Service are not permitted. (T)
(T)

A change to Digital (ISDN) Customized Multi-line Telephone Service will cause a temporary interruption of service. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.26. General - Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

The Company will provide one alphabetical directory listing per Digital (ISDN) Customized Multi-line Telephone Service customer group (customer group) without charge. Additional directory listings will be provided in accordance with the rates and conditions in this tariff under Directory Listings. (T)
(T)

A change in service from Analog Customized Multi-line Telephone Service from Digital Channel Service, or from a basic exchange service to Digital (ISDN) Customized Multi-line Telephone Service is a discontinuation of service and an establishment of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Customized Multi-line Telephone Service apply. (T)
(T)

All data calls will be charged measured rates at the charges stated elsewhere in this tariff with the following exception; Data calls within the same business group within the same wire center (intercom calls) do not incur usage. Due to the Company's method of provisioning ISDN, a single ISDN switch may provide dial tone to customers served from numerous wire centers in various exchanges. All Digital (ISDN) Accesses within a business group must be served from the same wire center. ISDN Access lines served from the same switch but NOT the same wire center, cannot be part of the same business group.

2.27. Digital (ISDN) Customized Multi-line Telephone Service (T)

Digital (ISDN) Customized Multi-line Telephone Service are digital, business-customer group, exchange services, which include station connections and network access and which are provided as an alternative to or in conjunction with Customized Multi-line Telephone Service. (T)
(T)

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop within a business customer group may be uniquely arranged with a Packaged Service and with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Customized Multi-line Telephone Service Access is a service which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) Customized Multi-line Telephone Service access element is required for each digital local loop, since this element provides any configuration of the basic elements and includes one access to the network line termination. (T)
(T)

A Digital (ISDN) Customized Multi-line Telephone Service Access arranges a digital local loop ISDN-BRI access. (T)

The B Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.27. Digital (ISDN) Customized Multi-line Telephone Service (Cont'd) (T)

Data sent to locations within a business customer group and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

Data sent to locations within other business customer groups can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges, and conditions specified by the Company's tariffs, where 64 kbps is offered.

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Customized Multi-line Telephone Service line, one for each of 2 channels. If an additional telephone number is required an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this tariff. (T)
(T)

One interexchange carrier must be selected for all voice and circuit switched data calls associated with the same digital local loop, however 10XXX access to other carriers is provided. A separate interexchange carrier may be chosen for packet.

b. Digital (ISDN) Customized Multi-line Telephone Service Access (T)

Digital (ISDN) Customized Multi-line Telephone Service Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line. (T)

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per ISDN-BRI line.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.28. If the number of lines in service drops below the minimum number of lines agreed to in a term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

2.29. If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

2.30. Assigned Customized Multi-line Telephone Service Telephone Numbers (T)

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.

2.31. Station Message Detail Recording (SMDR)

a. General

Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the same Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information: (T)
(T)
(T)

The Customized Multi-line Telephone Service line number of incoming facility group which originated the call or originating station number (T)
The called telephone number
The date, time and duration of the call
The facility type used for routing the call

Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.

SMDR records are provided to the customer via one of the following three methods:

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

2. CONDITIONS (Continued)

2.31. Station Message Detail Recording (SMDR) (Continued)

a. General (Continued)

Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply in addition to the rates, charges and regulations for SMDR.

Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.

Internet access where the call records are sent to the customer via the internet.

b. Regulations

SMDR is available only where facilities permit and from capable Central Office switches only.

SMDR is not represented to be a provision of billing detail.

Local call records are provided only where available.

Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

SMDR customers requesting dedicated access will be priced per entity inquiry. SMDR customers requesting dial-up or internet access for more the 200 lines will also be priced per entity inquiry.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

2. CONDITIONS (Continued)

2.31. Station Message Detail Recording (SMDR) (Continued)

c. Rates and Charges

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
Dedicated Access ²	per entity inquiry	per entity inquiry
Dial-up Access		
2 – 200 Lines	\$300.00	\$200.00
200 + Lines	per entity inquiry	per entity inquiry
Internet Access ³		
2 – 200 Lines	\$300.00	\$200.00
200 + Lines	per entity inquiry	per entity inquiry
Additions and Changes		
Per System Change	See Note 4	

¹ Applies in addition to appropriate service order charges as set forth in Tariff M.P.S.C. No. 1R (D)

² In addition, the associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply.

³ Customer is responsible for obtaining connection to the internet.

⁴ Apply the Customized Multi-line Telephone Service Minor Software Change Charge – as set forth in this tariff. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES

- 3.1. Analog or Digital (ISDN) Customized Multi-line Telephone Service offers Feature Packages 1000, 2000, 3000, or CLASS Package, and Optional Line and Customer group Features at the rates and charges set forth here Customized Multi-line Telephone Service. Feature capabilities may vary depending on the host central office equipment. (T)
- 3.2. In addition, Digital (ISDN) Customized Multi-line Telephone Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages, X.25 Enhancement Package (X), and Optional Line and Customer group Features at the rates and charges set forth in this tariff. Feature capabilities may vary depending on the host central office equipment. (T)
- 3.3. Analog Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling. (T)
- 3.4. Digital (ISDN) Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Calling Number Identification Delivery. (T)
- 3.5. Customized Multi-line Telephone Service Feature Package 500 – Call Forwarding, Call Hold, Call Transfer, Hunting (Secretarial), Last Number Redial and Three Way Calling. Customers that have 201+ lines qualify for this service. (T)
- 3.6. Customized Multi-line Telephone Service Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction. (T)
- 3.7. Customized Multi-line Telephone Service Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (Customer group), and Uniform Call Distribution. (T)
- 3.8. Customized Multi-line Telephone Service Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features*, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forward, Within-Group Call Forward, and Speed Call 30 (Individual). (T)

* Remote Access to Features and Station Message Detail Recording are restricted to current customers at existing locations.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.9. Customized Multi-line Telephone Service CLASS Feature Package - Automatic Busy Redial, *69, Call Block, Do Not Disturb, Select Call Forwarding, and Special Call Waiting. (T)

3.10. Analog Attendant Feature Package - Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.

3.11. Optional Customer Group Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of Customized Multi-line Telephone Service ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional Customer group), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Station Message Detail Recording*, Attendant Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, and Attendant Flexible Night Answer. ISDN PRI Customized Multi-line Telephone Service Access, ISDN PRI Voice over Internet Protocol Customized Multi-line Telephone Service Access. (T)
(T)

3.12. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Basic Package: Analog Shared Directory Number, Automatic Call Back on Busy, Bridging, Call Alternation, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Flex Calling, Hold, Intercom Function, Key Customer group Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number, Privacy Release, Ring Again, Shared Call Appearances of Directory Number, Speed Calling, Station Restriction, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing. (T)

* Remote Access to Features and Station Message Detail Recording are restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.13. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Deluxe Package: (T)
Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Basic Package plus (T)
Delayed Ringing, Initiated Priority Calling, Inspect, Intercom Alerting, Originating Priority Calling, Called Line Identification, and Incoming Priority Calling.

3.14. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) 3000 Deluxe: Digital (T)
(ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Deluxe Package plus (T)
Executive Busy Override, Incoming Call Forwarding, and Within Group Call Forwarding.

3.15. Digital (ISDN) Customized Multi-line Telephone Service Attendant Package: Aggregate Work Time/Number (T)
of Calls Handled, Busy Verification, Call Hold, Call Splitting, Call-Through Tests, Camp-On, Conference Calling, Console Terminal Management, Control of Voice Terminals, Direct Station Selection/Busy Camp, Direct Trunk Group Selection, Emergency Override, Incoming Calling Identification (Customer Group), Night Service, Originated Permission Display (Class of Service), Position Busy, Power Failure Transfer, Control of Facilities, Through Dialing, Timed Reminder, Traffic, Trunk Group Indicator, Trunk Identification, Trunk Queuing, Automatic Dropback to Attendant, Dial Access to Attendant, Even Call Distribution, Flexible Night Service/Call Forwarding, Calls on Queue, Queuing with Call Waiting Indication, Number of Calls Handled.

3.16. Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.

3.17. Circuit Switched Data 2000 Package: Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Dialing 30, and Data Speed Call-Long List.

3.18. X.25 Deluxe Package (X): X.25 Basic Service plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.19. X.25 Basic Package (X): X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.

3.20. Feature Matrices

The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) Customized Multi-line Telephone Service. (T)

Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ringing	X	X
Touch Call	X	X
Station-to-Station Calling	X	X
Calling Number Identification		X

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.20. Feature Matrices (Continued)

Voice Packages Features <u>Feature Name</u>	<u>Analog</u>				<u>MBKS@ Service/Digital</u>		
	500	1000	2000	3000	BASIC	DELUXE	3000-DELUXE
Call Alternation/Flip-Flop		X	X	X	X	X	X
Call Forwarding	X	X	X	X	X	X	X
Call Hold	X	X	X	X	X	X	X
Call Pick Up		X	X	X	X	X	X
Call Transfer	X	X	X	X	X	X	X
Call Waiting		X	X	X		X	X
Consultation Hold		X	X	X	X	X	X
Dial Call Waiting		X	X	X		X	X
Hunting	X	X	X	X		X	X
Last Number Redial *	X	X	X	X	X	X	X
Speed Calling 6 or 8		X	X	X	X	X	X
Station Restriction		X	X	X	X	X	X
Three Way Calling	X	X	X	X	X	X	X
Toll Restriction		X	X	X	X	X	X
Call Park			X	X	X	X	X
Automatic Callback			X	X	X	X	X
Data Line Security *			X	X			
Saved Number Redial *			X	X			
Circular Hunting			X	X	X	X	X
Uniform Call Distribution Hunting			X	X	X	X	X
Multiple Classes of Service			X	X	X	X	X
Customer group Speed Call 30			X	X	X	X	X

@ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature packages, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages. (T)
 (T)

* Not available on 5ESS. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued) (T)

3.20. Feature Matrices (Continued)

Voice Packages Features (Continued) Feature Name	Analog				MBKS@ Service/Digital		
	1000	2000	3000	CLASS*	BASIC	DELUXE	3000-DELUXE
Remote Access to Features			X		X	X	X
Off-Hook Queuing			X			X	X
Individual Speed Call 30			X		X	X	X
Ringback Queuing			X			X	X
Basic Message Service#						X	X
Delayed and Abbreviated Ringing						X	X
Display for Ringing Call Appearance Only#						X	X
Initiated Priority Calling						X	X
Inspect for ISDN Terminals#						X	X
Intercom Alerting						X	X
Originating Priority Calling						X	X
Outgoing Called Line ID for ISDN Terminals						X	X
Priority Calling Incoming Only						X	X
Executive Busy Override			X				X
Incoming Call Forwarding			X				X
Within Group Call Forwarding			X				X
*69				X			
Automatic Busy Redial				X			
Select Call Forwarding				X			
Do Not Disturb				X			
Call Block				X			
Special Call Waiting+				X			
Bridging					X	X	X
Conference Calling					X	X	X
Drop					X	X	X
Key Customer group Coverage for Analog Lines					X	X	X
Manual Exclusion					X	X	X
Multiple Directory Number Buttons					X	X	X
Shared Call Appearances of Directory Number					X	X	X
Analog Shared Directory Number					X	X	X
Feature Function Buttons					X	X	X
Feature Inspect+					X	X	X
Terminal Management+					X	X	X
Time and Date Display+					X	X	X
Two-Digit Intercom Dialing					X	X	X

@ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature package, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages. (T)

* CLASS Package can be used with analog or digital Customized Multi-line Telephone Service. (T)

Not available on DMS100.

+ Not available on 5ESS.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.20. Feature Matrices (Continued)

Voice Packages Features (Continued)

Feature Name	CSD1000	CSD2000	X.25 BASIC	X.25 DELUXE
Data Speed Call - Short List (X)	X	X		
Data Call Forward (X)	X	X		
Data Toll Restriction (X)	X	X		
Data Multi-Line Hunt Group (X)	X	X		
Data Call Back (X)		X		
Data Circular Hunt (X)		X		
Data Group Speed Call 30 (X)		X		
Data Speed Call - Long List (X)		X		
X.25 Flow control Parameters Negotiation (X)			X	X
X.25 Incoming Calls Barred (X)			X	X
X.25 Outgoing Calls Barred (X)			X	X
X.25 Reverse Charge (X)			X	X
X.25 Reverse Charge Acceptance (X)			X	X
X.25 Throughput Class Negotiation (X)			X	X
X.25 Transmit Delay Selection/Indication (X)			X	X
X.25 Closed User Groups (X)				X
X.25 Fast Select (X)				X
X.25 Fast Select Acceptance (X)				X
X.25 Hunt Groups (X)				X
X.25 One-Way Outgoing Logical Channel (X)				X
X.25 Permanent Virtual Circuit (X)				X

Optional Features

Feature Name

Feature Name	Analog	Digital
Additional Numbers	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Mixed Night Answer	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.20. Feature Matrices (Continued)

Optional Features (Continued)	<u>Analog</u>	<u>Digital</u>	
<u>Feature Name</u>			
Authorization Codes	X	X	
Automatic Route Selection	X	X	
Call Trace	X	X	
Calling Number Identification Delivery	X	X	
Caller ID	X	X	
Circuit Switched Data Direct Connect		X	
Circuit Switched Data Closed User Group		X	
Code Call Access	X		
Conference Calling	X	X	
Customer Moves and Changes	X	X	
Dictation Access and Control	X		
Digital Data Intercom Dialing		X	
Instant Call Accounting	X	X	
ISDN PRI Customized Multi-line Telephone Service Access	X	X	(T)
ISDN PRI Voice over Internet Protocol Access	X	X	
Limited Automatic Call Distribution	X		
Music On Hold	X	X	
Paging/Public Address Access	X		
Pilot Number of Hunt Groups	X		
Preferential Hunt	X	X	
Priority Queuing	X	X	
Proprietary Set Interface	X		
Recorded Announcement	X	X	
Speed Dialing 30	X	X	
Station Message Detail Recording	X	X	
Stop Hunt	X	X	
Terminal Make Busy	X		
Tie Line Facility Access	X	X	
T-1 Access	X	X	
Priority Call	X	X	
WATS/800 Access	X	X	

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.20. Feature Matrices (Continued)

Attendant Package Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Aggregate Work Time/# of Calls Handled		X
Auto Dropback to Attendant		X
Busy Verification		X
Call Hold		X
Call Splitting		X
Call-Through Tests		X
Calls on Queue		X
Camp-On		X
Conference Calling		X
Console Terminal Management		X
Control of Facilities		X
Control of Voice Terminals		X
Dial Access to Attendant		X
Direct Station Selection/Busy Lamp Field		X
Direct Trunk Group Selection		X
Emergency Override		X
Even Call Distribution		X
Flexible Night Service/Call Forwarding		X
Incoming Calling ID-Group		X
Night Service		X
Number of Calls Handled Display Data		X
Originating Permission Display		X
Position Busy		X
Power Failure Transfer		X
Queuing with Call Waiting Indication		X
Through Dialing		X
Timed Reminder		X
Traffic		X
Trunk Group Indicators		X
Trunk Identification		X
Trunk Queuing		X

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

3. FEATURES (Continued)

3.20. Feature Matrices (Continued)

Attendant Package Features (Continued)	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Access to Paging	X	X
Autodial	X	X
Automatic Recall	X	X
Busy Verification	X	X
Call Hold	X	X
Call Park	X	X
Call Selection	X	X
Camp On	X	X
Code Calling Line Termination	X	X
Conference	X	X
Console Activation of Call Forward	X	X
Console Test	X	X
Control of Trunk Group Access	X	X
Control of Virtual Facility Groups	X	X
Delayed Operation	X	X
Display of Queued Calls by ICI Key	X	X
Flexible Console Alerting	X	X
Interposition Calls	X	X
Locked-Loop Operation	X	X
Lockout	X	X
Multiple Listed Directory Numbers	X	X
Position Busy	X	X
Priority Console Alerting	X	X
Recorded Announcement	X	X
Secrecy	X	X
Serial Call	X	X
Speed Call	X	X
Transfer	X	X
Two-Way Split	X	X
Wildcard Key	X	X

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.21. Customized Multi-line Telephone Service Basic Operating Features (T)

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

a. Feature Package 500

The following features, defined below in Feature Package 1000, are available with Feature Package 500: Call Forwarding (Variable only), Call Hold, Call Transfer, Hunting (Secretarial), Last Number Redial, and Three-Way Calling. This package is available to customers with 201+ lines.

b. Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.21. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

b. Feature Package 1000 (Continued)

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

Speed Dialing 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Dialing 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.21. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

b. Feature Package 1000 (Continued)

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

c. Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the customer group to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by customer group features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5-ESS central office switching equipment.)

Speed Dialing 30 (Customer group) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.21. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

d. Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forwarding/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forwarding/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The customer group sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features* - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forwarding Service from a remote location.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Dialing 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

* Remote Access to Features is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.21. Customized Multi-line Telephone Service Basic Operating Features (Continued) (T)

e. Customized Multi-line Telephone Service CLASS (T)

Automatic Busy Redial allows 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.

*69 - *69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, information 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. When a telephone number is announced, it may 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 automatically return all calls. 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 or per activation basis. Per activation customers are charged upon announcement of information 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. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions:

Custom Local Area Signaling Service 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.

Rates & Charges:

Per activation customers are charged upon announcement of information 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.

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. 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. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued) (T)

3.22. Customized Multi-line Telephone Service Optional Customer Group Features (T)

- a. Analog Attendant Feature Package - These features will be provided where facilities are available.

Do Not Disturb 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.

Select Call Forwarding 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 Special Call Forwarding is activated, only calls from the prespecified 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. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

Access to Paging - This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - This feature allows an Attendant to hold a call manually on the loop by pressing a key.

Call Park - This feature allows the attendant to park calls against any directory number in the customer group.

Call Selection - This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On: This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - With this feature, the Attendant can access customer provided code-call equipment using an access code and a called party code.

Conference - This feature allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward - This feature allows attendants to activate, deactivate, and program Call Forwarding for stations.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.22. Customized Multi-line Telephone Service Optional Customer Group Features (Continued) (T)

a. (Continued)

Console Test - Allows attendant to test the functional operations of a console.

Control of Trunk Group Access - This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

Control of Virtual Facility Groups - This feature allows the attendant to control the access of all stations and incoming trunks to VFGs by a single key.

Delayed Operation - This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - This feature provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - Allows an attendant to be alerted to a call requiring attention.

Interposition Calls - This feature allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - This feature allows an attendant to hold a call on loop. Attendant Locked Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - Prevents the attendant from re-entering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers - Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - This feature allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.22. Customized Multi-line Telephone Service Optional Customer Group Features (Continued) (T)

a. (Continued)

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

Secrecy - This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

b. The features below can be ordered individually at the rates and charges set forth in this tariff.

Additional Numbers - A software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Customized Multi-line Telephone Service lines. Available where technology exists). (T)
(T)

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data link Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued) (T)

3.22. Customized Multi-line Telephone Service Optional Customer group Features (Continued) (T)

b. (Continued)

Automatic Line - Provides automatic placement of a call to a preselected directory number when the call's origination is detected. No dialing is required by the calling party to complete the call. The service may be used for intraoffice or interoffice calls. This feature does not affect termination to the line.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that Frontier shall not be liable for damages due to an inability to trace the call(s). (T)

Calling Number Identification Delivery provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Calling Number Identification Delivery feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. This is available on Customized Multi-line Telephone Service for an additional charge as shown in this tariff, and is included in Digital (ISDN) Customized Multi-line Telephone Service at no additional charge (part of the basic service). (T)

All customer provided equipment used to interface with Calling Number Identification Delivery must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Calling Number Identification Delivery service is prohibited. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.22. Customized Multi-line Telephone Service Optional Customer group Features (Continued) (T)

b. (Continued)

Cancel Calling Number Identification Delivery - Per Call provides free per call blocking in exchanges where Calling Number Identification Delivery is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Calling Number Identification Delivery - Per Call activation code prior to placing the call.

Caller ID permits a customer to receive both the name and telephone number associated with the calling party. Caller ID information is forwarded (typically by the second ring) from the terminating central office to compatible customer provided equipment. 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. A maximum of 15 characters is allowed for transmission of the calling party name.

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Customer Moves and Changes (CMAC) - Provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.22. Customized Multi-line Telephone Service Optional Customer group Features (Continued) (T)

b. (Continued)

FX Access - Connects to foreign exchange line facilities.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.22. Customized Multi-line Telephone Service Optional Customer group Features (Continued) (T)

b. (Continued)

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. (T)

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. (T)

Speed Dialing 30 (Customer group) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Station Message Detail Recording (SMDR)* Magnetic Tape Only - Provides a record of calls originated by Customized Multi-line Telephone Service station lines or incoming tie-line groups. SMDR information is provided on magnetic tapes which are sent to the customer's site. (T)

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a Customized Multi-line Telephone Service customer to access a dedicated digital facility. (T)

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 distinctive call waiting tone.

WATS Access - Allows a Customized Multi-line Telephone Service customer to access WATS for bulk toll calling. (T)

800-Service Access - Allows 800 Service Access to terminate in the Customized Multi-line Telephone Service Customer group. (T)

* Station Message Detail Recording (SMDR) is restricted to current customers at existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued) (T)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (T)

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet (X). A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data (X).

D-Packet (X). A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN-BRI) Customized Multi-line Telephone Service. Customized Multi-line Telephone Service provided by ISDN-BRI. (T)

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

IntraCustomer group Caller ID. A function which allows a station within a customer group to identify a caller calling from another station within the same customer group.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

Multi-Button Key Set (MBKS) Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

User. A member of a business customer group.

(X) D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

a. Multi-Button Key Set (MBKS) Basic Package

Automatic Callback on Busy allows the user to activate Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the caller. When the caller goes off-hook, the call is placed.

Bridging allows a party to establish a conference call within a customer group by bridging into a call. Only one party can bridge into a call. Bridging can be inhibited by activating Manual Exclusion.

Call Alternation See Customized Multi-line Telephone Service Feature Package 1000. (T)

Call Forwarding allows a user to forward calls to a specified number.

Call Pickup allows a user to pick up a call directed to another station in the customer group.

Conference Calling allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conference.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Flex Calling allows a user to arrange a conference call. Conference calls can include parties within and outside the group. Up to nine parties can be connected simultaneously.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allow the station set to emulate a dedicated wire to another station for priority conversations without typing up the station set from active or incoming calls.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

a. Multi-Button Key Set (MBKS) Basic Package (Continued)

Key Customer group Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allow an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provides access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Speed Calling (Also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed calling lists are available. The Speed Calling Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the BRCS feature, the service providers can define list sizes and up to three digit access codes.

Station Restriction See Customized Multi-line Telephone Service Feature Package 1000. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

a. Multi-Button Key Set (MBKS) Basic Package (Continued)

Terminal Management provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for
- Implicit Conference and Transfer
- Display for Ringing Call
- Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Transfer allows the MBKS set user to transfer a call to another Directory Number in the customer group by pressing the transfer button, dialing the Directory Number, and pressing the button again.

b. Multi-Button Key Set (MBKS) Deluxe Package

Multi-Button Key Set (MBKS) Basic Package, plus

Called Line Identification (CLID) provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The CLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

b. Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Delayed and Abbreviated Ringing alerts MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Incoming Priority Calling permits calls outside the business group to be terminated to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

b. Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Originating Priority Calling provides an ISDN equivalent of Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

c. Multi-Button Key Set (MBKS) 3000-Deluxe Package

Multi-Button Key Set (MBKS) Package plus

Call Forwarding/Incoming - See Customized Multi-line Telephone Service Feature Package 3000 (T)

Call Forwarding/Within Group - See Customized Multi-line Telephone Service Feature Package 3000 (T)

Executive Busy Override - See Customized Multi-line Telephone Service Feature Package 3000 (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN allows a supervisor, or attendant, to display data about an attendant position. The data includes.

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

Attendant Camp-On allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Continued)

Attendant Console Terminal Management provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management: A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

- (1) Emergency informs the attendant that an emergency call is waiting (highest priority).
- (2) Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
- (3) Call Waiting informs the attendant that calls are in queue waiting to be answered.
- (4) Alerting informs the attendant that a call is alerting the console.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Cont'd)

Attendant Console Terminal Management (Cont'd)

Attendant Control of Voice Terminals feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field feature allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

Attendant Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification (Customer Group) allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Cont'd)

Attendant Night Service routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Continued)

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Continued)

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Continued)

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.
- Trunking Answer from any Station: All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

d. Digital Attendant Package Features (Continued)

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

e. Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

f. Circuit Switched Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Dialing 30 permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

g. X.25 Basic Package (X)

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

h. X.25 Enhancement Package: Includes X.25 Basic Package Plus

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
(T)

3. FEATURES (Continued)

3.23. Digital (ISDN) Customized Multi-line Telephone Service (Continued) (T)

h. X.25 Enhancement Package: Includes X.25 Basic Package Plus (X) (Continued)

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

i. Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

4. RATES

4.1. Service Line

Rates are determined by the total customer group size. Total customer group size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. The following rates apply during the term commitment period:

APPLY LOCAL LOOP LINE RATES FOR CUSTOMIZED MULTI-LINE TELEPHONE SERVICE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AS INDICATED IN TARIFF M.P.S.C. NO. 2R, IN ADDITION TO THE RATES SPECIFIED HEREIN. (T)

	Monthly Rate	Nonrecurring Charge*	
a. Analog Customized Multi-line Telephone Service Main Station Rates			(T)
<u>Month-to-Month</u>			
2 - 25 lines, per line	\$2.00	\$ 60.00	
26 - 50 lines, per line	2.00	60.00	
<u>12-Month Term</u>			
2 - 25 lines, per line	1.00	15.39	
26 - 50 lines, per line	1.00	15.39	
51 - 100 lines, per line	1.00	15.39	
101 - 200 lines, per line	1.00	15.39	
201 + lines, per line	1.00	15.39	
<u>36-Month Term</u>			
2 - 25 lines, per line	0.75	None	
26 - 50 lines, per line	0.75	None	
51 - 100 lines, per line	0.75	None	
101 - 200 lines, per line	0.75	None	
201 + lines, per line	0.75	None	
<u>60-Month Term</u>			
51 - 100 lines, per line	0.50	None	
101 - 200 lines, per line	0.50	None	
201 + lines, per line	0.50	None	

* **BUSINESS SERVICE CHARGES, AS SPECIFIED IN TARIFF M.P.S.C.NO. 1R, (i.e. SERVICE ORDERING CHARGES & THE INSTALLATION LINE CONNECTION CHARGE) APPLY IN ADDITION TO THE NONRECURRING CHARGE EXCEPT THAT THE INSTALLATION LINE CONNECTION CHARGE IS WAIVED FOR 36 & 60 MONTH INITIAL TERM COMMITMENT ORDERS. WHEN EXISTING ACCESS LINES ARE CONVERTED TO CUSTOMIZED MULTI-LINE TELEPHONE SERVICE THE CHANGE LINE CONNECTION CHARGE APPLIES IN LIEU OF THE INSTALLATION LINE CONNECTION CHARGE.** (T)

The initial and subsequent service order charges, the business line connection charge, and the line connection change charge as identified in M.P.S.C. 1R, plus the analog Customized Multi-line Telephone Service 12-month nonrecurring charge as identified in this tariff, will not apply to the initial installation of analog Customized Multi-line Telephone Service lines when installed at tariff rates under a term commitment. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.1. Service Line (Continued)

b. Digital (ISDN) Customized Multi-line Telephone Service Line * (T)

<u>Month-to-Month</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge****</u>
2 - 25 lines, per line	\$19.72**	\$61.50
26 - 50 lines, per line	18.12**	61.50
 <u>12-Month Term</u>		
2 - 25 lines, per line	16.62	30.75
26 - 50 lines, per line	16.52	30.75
51 - 100 lines, per line	16.42	30.75
101 - 200 lines, per line	16.32	30.75
201 - 500 lines, per line	16.22	30.75
501 + lines, per line	11.22	None
 <u>36-Month Term</u>		
2 - 25 lines, per line	16.52	None
26 - 50 lines, per line	16.42	None
51 - 100 lines, per line	16.32	None
101 - 200 lines, per line	16.22	None
201 - 500 lines, per line	16.12	None
501 + lines, per line	11.12	None
 <u>60-Month Term</u>		
51 - 100 lines, per line	16.22	None
101 - 200 lines, per line	16.12	None
201 - 500 lines, per line	16.02	None
501 + lines, per line	11.02	None

* APPLY LOCAL LOOP LINE RATES FOR DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AS INDICATED IN TARIFF M.P.S.C. NO. 2R, IN ADDITION TO THE DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE LINE SPECIFIED HEREIN. (T)
 (T)

** Requires a three month minimum service period.

**** BUSINESS SERVICE CHARGES, AS SPECIFIED IN TARIFF M.P.S.C.NO. 1R, (i.e. SERVICE ORDERING CHARGES & THE INSTALLATION LINE CONNECTION CHARGE) APPLY IN ADDITION TO THE NONRECURRING CHARGE EXCEPT THAT THE INSTALLATION LINE CONNECTION CHARGE IS WAIVED FOR 36 & 60 MONTH INITIAL TERM COMMITMENT ORDERS. WHEN EXISTING ACCESS LINES ARE CONVERTED TO DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE THE CHANGE LINE CONNECTION CHARGE APPLIES IN LIEU OF THE INSTALLATION LINE CONNECTION CHARGE. (T)
 (T)

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

4. RATES (Continued)

4.2. Digital (ISDN) Customized Multi-line Telephone Service Channel Capability (T)

With each Digital (ISDN) Customized Multi-line Telephone Service Line, the customer has two B-channels and one D-channel. The following options apply: (T)

	<u>Monthly Rate</u>
a. B-Voice, per line	\$ 4.00
b. B-Voice/CSD, per line	14.50*
c. B-Packet, per channel (X)	100.00
d. D-Packet, per channel (X)	5.00

4.3. Feature Packages

a. Analog Customized Multi-line Telephone Service Feature Packages, per analog service line: (T)

(1) 500 Package	3.10	
(2) 1000 Package	4.00	
(3) 2000 Package	4.20	
(4) 3000 Package	5.25	
(5) Customized Multi-line Telephone Service Analog/Digital CLASS		(T)
2-25 Lines	5.00	
26-50 Lines	4.50	
51 + Lines	4.00	
System Maximum	400.00	
6) Analog Attendant Feature Package	75.00	

* The measured usage rates in the Switched Data Service Section of this Tariff apply for all circuit switched data calls.

(X) D-Packet Switched Data Channel service and B-Packet Switched Data Channel service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

4. RATES (Continued)

4.3. Feature Packages (Continued)

b. Digital Customized Multi-line Telephone Service (ISDN-BRI) Service Feature Packages: (T)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
(1) MBKS Basic Package, per line	\$ 6.50	\$30.00	
(2) MBKS Deluxe Package, per line	8.00	30.00	
(3) MBKS 3000-Deluxe Package, per line*	[the combination of the charges for both the Customized Multi-line Telephone Service 3000 Package and the MBKS Deluxe Package]	(T)	
	11.25	30.00	
(4) Circuit Switched Data 1000 Package, per line	3.00	15.00	
(5) Circuit Switched Data 2000 Package, per line	5.00	15.00	
(6) X.25 Deluxe Package, per line (X)	5.00	15.00	
(7) X.25 Basic Package (X)	NC	NC	
(8) Digital Attendant Package, per 5ESS console**	35.00	100.00	

* If a customer orders Digital Customized Multi-line Telephone Service (ISDN-BRI) and chooses to use an analog phone option, one voice feature package will apply per channel. (T)

** This is necessary when service is provided from a 5ESS equipped central office.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.4. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	(T)
<u>Customized Multi-line Telephone Service</u>			(T)
Additional Numbers	\$ 2.00		
Attendant Data Link Console Interface, per console (1)	70.00	\$200.00	
Attendant Flexible Night Answer, per console (2)	.75	39.50	
Attendant Identification Multiple Directory Numbers, per console (2)	.70	1.45	
Attendant Mixed Night Answer, per console (2)(3)	.20		
Attendant Pre-determined Night Answer, per console (2)	.10	39.50	
Attendant Universal Night Answer, per console (2)	.20	5.25	
Authorization Codes, per 10 codes	.30	3.00	
Automatic Line	1.00		

(1) Rates and charges apply only to the first console within a customer group.
 (2) Requires data-link console. Rates and charges apply per console.
 (3) Requires PNA and UNA.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.4. Optional Features (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
<u>Customized Multi-line Telephone Service (Continued)</u>			(T)
Automatic Route Selection, MRC per line NRC per System	\$.35	\$ 150.00	
Call Trace, per occurrence	6.00		
Calling Number Identification Delivery (CNID), per line			
2 - 25 lines	6.00		
26 - 50 lines	4.50		
51 + lines	2.00		
Calling Number Identification Delivery (CNID), Per Customer Group			
2 - 25 lines	10.00		
26 - 50 lines	20.00		
51 + lines	40.00		
Caller ID Per Customer Group			
2 - 25 lines	25.00		
26 - 50 lines	45.00		
51 + lines	85.00		

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.4. Optional Features (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	(T)
<u>Customized Multi-line Telephone Service (Continued)</u>			(T)
Code Call Access, per customer group	\$ 25.00	\$ 25.00	
Conference Calling (6 or 8 port), per port	40.00	100.00	
Customer Moves and Changes (CMAC), per customer group*			
2 - 200 lines	95.00	800.00	
201 + lines	per entity inquiry	per entity inquiry	
Dictation Access and Control, per trunk	40.00	25.00	
Foreign Exchange (FX) Access, per trunk	20.00	50.00	
Instant Call Accounting (ICA)			
Dedicated ICA, per customer group	\$1,000.00	\$2,000.00	
Dial-Up ICA, per customer group			
2 - 200 lines	150.00	400.00	
201 - 350 lines	260.00	600.00	
351 - 500 lines	370.00	800.00	
501+ lines	500.00	1,000.00	
Limited Automatic Call Distribution (ACD), per group	.30		

* Applies in addition to the appropriate service ordering charges in Tariff M.P.S.C. No. 1R. (D)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.4. Optional Features (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	(T)
<u>Customized Multi-line Telephone Service (Continued)</u>			
Music-on-Hold, per customer group (1)	\$ 25.00	\$ 4.00	
Paging/Public Address Access, per trunk (2)	40.00	25.00	
Pilot Number of Hunting Groups, per console	.10		
Preferential Hunting, per channel (3)	.30		
Priority Queuing, per group (4)	3.00		
Proprietary Set Interface, per non-ISDN p-set	5.00		
Recorded Announcement per customer group	40.00	145.00	
Speed Call 30, per customer group	.30		

- (1) Where facilities and conditions permit.
- (2) Rates and charges apply per 100 lines.
- (3) Requires one or more hunt groups.
- (4) Requires off-hook queuing.

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued)

4. RATES (Continued)

4.4. Optional Features (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
<u>Customized Multi-line Telephone Service (Continued)</u>			
Station Message Detail Recording* (magnetic tape), per customer line	\$ 1.00		
Stop Hunt, per line	1.00		
Terminal Make Busy, per hunt group	1.00		
Tie Line Access, per circuit	20.00	\$ 50.00	
T-1 Access, per circuit	100.00	100.00	
Priority Call	4.00		
WATS ² Access, per circuit	1.50	100.00	(C)
800 Service Access, per circuit	1.50	100.00	
ISDN PRI A Customized Multi-line Telephone Service Access per PRI ¹	200.00		
ISDN PRI Voice over Internet Protocol (VOIP) ¹ Customized Multi-line Telephone Service Per block of 20 DID or individual telephone numbers		235.00	
Each additional number added		2.50	
<u>Digital Customized Multi-line Telephone Service (ISDN-BRI)</u>			
Additional Number	2.00		
Circuit Switched Data Direct Connect, per line	1.00		
Circuit Switched Data Closed User Group, per line	1.00		

* Station Message Detail Recording (SMDR) is restricted to current customers at existing locations.

¹ ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per MI. M.P.S.C. Tariff 2U. 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.

² Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

W. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE/DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
 (T)

4. RATES (Continued)

4.5. Data Base Changes

	<u>Nonrecurring Charge*</u>
Major Software Additions, per customer group	\$ 100.00
Add Customized Dialing Plan** Add Customer Requested Data Base Profile	
Routine Software Change***	50.00
Change Trunk Group	
Change Customer Recording	
Change ARS Translations	
Change Translations Tables	
Change Digital Customer group Configuration	
Minor Software Change***	25.00
Change Subgroup	
Hunt Groups	
ACD Hunt Group (1)	
Simulated Facility Group	
Queuing Groups (2)	
Night Answer (UNA/PNA) (3)	
Paging/Public Address/Code Calling (4)	
Conference Calling - 6, 8, 12, 16, 18, 24 Ports	
Remote Access Directory Number (5)	
Authorization Code Validation (6)	
Music on Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
Add Line Features (7)	

* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.

** Suppress Dial 9 is not allowed

*** Applies to changes to existing services.

- (1) Additional minor change charge for recording, queuing, station changes.
- (2) Additional minor change charge for each trunk group.
- (3) Additional minor change charge for each PNA number, zone, area.
- (4) Additional minor change charge for each area.
- (5) Additional minor change charge for each authorization code.
- (6) Additional minor change charge for every two (2) codes.
- (7) Additional minor change charge to add toll control.

TELEPHONE EXCHANGE SERVICE
SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (T)

1. GENERAL

Custom Line Telephone Service is a non-engineered Customized Multi-line Telephone Service based service, with a pre-positioned switch which does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. (T)

Custom Line Telephone Service is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. (T)

Custom Line Telephone Service is customized for businesses with a minimum of 2 lines and a maximum of 30 lines except in the DMS 10 Central Office where there is a six-line limit. Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer's premises along with a menu of basic services. (T)

Custom Line Telephone Service is furnished from compatible digital-type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Customized Multi-line Telephone Service lines within the customer's system Custom Line Telephone Service includes Local Exchange Service (no dial "9" required), direct inward-dialing to Customized Multi-line Telephone Service lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone Calling Service and intercept to the main listed number. Network Access Register (NARs) is not required for local access. (T)

No other Customized Multi-line Telephone Service Classes of Service and features can be mixed with Custom Line Telephone Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing services from within the offered Custom Line Telephone Service package for each line or hunt group. (T)

If the Custom Line Telephone Service system falls below two lines, it will no longer be considered a Custom Line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (T)

2. SERVICE OPTIONS

2.1. Basic Standard Services – Services included with a Custom Line Telephone Service line:¹ (T)

- Assume Dial "9"
- Call Transfer – (All Calls)
- Call Hold
- Consultation Hold
- Distinctive Ringing (Inside/Outside Ringing)
- Intercom Dialing
- Three-Way Calling

¹ The Custom Line Telephone Service line includes a Central Office Located Trunk with Touch-Tone and Direct Inward/Outward Dialing capability. An additional Central Office located trunk is not required. (T)

² This feature is specific to Custom Line Telephone Service. See Feature Descriptions for detail. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

- 2.2. Selectable Standard Services¹ – Services listed in this section are available for each Custom Line Telephone Service line at no additional charge. A customer may customize service by selecting as many of the following services as desired for each individual Custom Line Telephone Service line: (T)
(T)
(T)

- Automatic Callback (within system only)
- Call Forwarding - Busy
- Call Forwarding - No Answer
- Call Forwarding (All Calls)
- Call Restrictions:²
 - Call Restriction One
 - Call Restriction Two
 - Call Restriction Three
 - Call Restriction Four
 - Call Restriction Five
 - Call Restriction Six
 - Call Restriction Seven
- Call Waiting/Cancel Call Waiting
- Call Pick-up Directed
- Call Pick-up Group
- Dial Call Waiting-Originating
- Hunting-Series
- Hunting-Multiline
- Speed Calling (6 or 8)

Options not available in all areas.

¹ Offered where facilities exist.

² No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Seven are specific to Custom Line Telephone Service. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

2.3. Optional Services¹ are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature: (T)

Automatic Busy Redial (*66)

*69

Call Block (*60)

Call Park

Call Park Directed

Caller ID-Number Only

Caller ID

Call Trace²

Executive Busy Override

Last Number Redial³

Select Call Forwarding

Priority Call

3. CONDITIONS

3.1. Term Options

Custom Line Telephone Service customers may select either a month-to-month or a two-year term. The term agreement becomes effective upon the installation date of the service. (T)

Custom Line Telephone Service payment options may be selected by billing account number within a customer's system. (T)

3.2. Adding Lines Under Term Option

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the two-year term plan, the term obligation with respect to any additional lines will be coterminous with such two-year term. (T)

3.3. Term Option Nonrecurring Charge Waiver

The Initial Service Ordering Charge, the Subsequent Service Ordering Charge, and the Line Connection Charge – Installation, Per Line, will not apply to the initial installation of Custom Line Telephone Service when installed under a term commitment. Additional Service Order Charges (Tariff 1R) and the Minor Software Change Charge are applicable. (T)

3.4. Termination Liability

Termination Liability can be found in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS.

¹ Offered where facilities exist.

² See Calling Services in this tariff for description and rate.

³ This feature is specific to Custom Line Telephone Service.

TELEPHONE EXCHANGE SERVICE

SERVICES

- X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)
3. CONDITIONS (Continued)
- 3.5. Transfer of Term Option (T)
- With the written permission of the Company, the obligation to pay the Custom Line Telephone Service charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. Refer to the Termination Liability in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. (T)
- 3.6. Custom Line Telephone Service System (T)
- Custom Line Telephone Service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Custom Line Telephone Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately. (T)
- 3.7. Subscriber Line Charge (T)
- An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. Refer to the Subscriber Line Charge tariff in FCC Tariff No. 5 or FCC Tariff No. 6. (T)
- 3.8. Incoming Toll Free Service Access Arrangement (T)
- Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service System. (T)
- 3.9. Off-Premises Lines (T)
- Custom Line Telephone Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area. (T)
- 3.10. Optional Custom Line Telephone Service (T)
- Optional services may be available where Telephone Company facilities permit at the rates specified in Section D. following. These services descriptions and regulations are specified in Section C of this tariff. Only the Customized Multi-Line Telephone Service specified in this section will be available under Custom Line Telephone Service. Other Customized Multi-Lien Telephone Service are not available under the Custom Line Telephone Service. Other Custom Calling and CLASS services that are not specified in this tariff are not offered. (T)
- 3.11. Feature Restriction (T)
- Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding - No Answer and Call Forwarding may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

3. CONDITIONS (Continued)

3.12. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 24-month term option of Custom Line Telephone Service, he must request that the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Custom Line Telephone Service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions: (T)

Customers who had no previous service and subsequently elect to have their Custom Line Telephone Service disconnected will be converted by the Company to Frontier Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Custom Line Telephone Service system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered. (T)

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill. (T)

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual Services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS

4.1. CUSTOM LINE TELEPHONE SERVICE BASIC STANDARD SERVICES (T)

The services listed here are automatically included on every Custom Line Telephone Service line, and are the backbone of the Custom Line Telephone Service offering: (T)
(T)

Assume Dial "9" - Allows the customer to place calls outside the group without having to dial the access code "9".

Touch Tone - Provides push button tone signaling for dialing calls, and accessing services. Rotary dial telephones are not compatible with Custom Line Telephone Service. (T)

Direct Inward Dial (DID) - The ability of each member of the Custom Line Telephone Service group to receive calls from outside the group directly to their station. (T)

Direct Outward Dial (DOD) - The ability of each member of the Custom Line Telephone Service group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant. (T)

Distinctive Ringing (Inside/Outside Ringing) - This feature allows the user to distinguish between calls originating from within the Custom Line Telephone Service group and Calls originated from outside the Custom Line Telephone Service group. Calls originating from inside the group will receive one ring, and calls originating from outside the group will receive a double ring. (T)
(T)

Call Transfer – (All Calls) - The ability for a Custom Line Telephone Service line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)
(T)

Call Hold - The ability to place an established call on hold for an extended period of time by dialing the feature code *01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

Consultation Hold - A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.1. CUSTOM LINE TELEPHONE SERVICE BASIC STANDARD SERVICES (Continued) (T)

Three Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

Intercom Dialing - Provides the customer with the ability to communicate between lines within your own Custom Line Telephone Service group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number (T)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (T)

The following services may be selected at no charge to the customer, and may be placed on any Line or Hunt Group of the customers chooses.

Automatic Call Back (within system only) - When a Custom Line Telephone Service user reaches a busy line within the Custom Line Telephone Service group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Custom Line Telephone Service group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator. (T)

Call Forwarding – Busy - A fixed feature, provisioned by the company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

Call Forwarding - No Answer - A fixed feature, provisioned by the company using data provided by the customer to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued)

4. FEATURE DESCRIPTIONS (Continued)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (Continued) (T)

Call Forwarding (All Calls) - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forward to number, and may change the forward to number as often as they wish. The user also has the ability to turn the feature off and on. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

Call Waiting/ Cancel Call Waiting - When a busy Custom Line Telephone Service line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code (*70). Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone. (T)

Dial Call Waiting-Originating - When a user calls another member of the Custom Line Telephone Service group, and reaches a busy signal, the user can dial a code (*54) to send a call waiting tone to the called line. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone. This feature can be activated or deactivated by the user. (T)

Call Pick-Up Directed - This feature enables a user to answer (pick-up) calls directed to any other line within the Custom Line Telephone Service group by dialing a code (*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered. (T)

Call Pick-Up Group - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (*17).

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Custom Line Telephone Service Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by Frontier from data provided by the customer. (T)

Note: Circular or any other type hunting sequence is not available to Custom Line Telephone Service customers. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (Continued) (T)

Speed Dialing (6 or 8) - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of (8) numbers in all switch types except the 5ESS, which will only provide (6). This is a customer programmable feature, and each user will have their own list.

Call Restriction Options (8 options) - The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking services.

Types of Call Restrictions are:

No Call Restrictions - This option allows the user to make and receive calls without any restrictions of any kind.

Call Restriction One - This option block all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.

Call Restriction Two - This option block all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Three - This option block all outgoing chargeable toll calls and all local calls (outside the group), and allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Four - The user is not permitted to make any outgoing calls to numbers outside the Custom Line Telephone Service group (toll or local, including 911). This option allows all incoming calls with no restrictions. (T)

Call Restriction Five - The user cannot make or receive calls to or from outside the Custom Line Telephone Service group (including 911). Only inside the group (intercom) calling is allowed. (T)

Call Restriction Six – This option block all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Seven – This option block all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES (T)

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these services.

Automatic Busy Redial - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

Automatic Busy Redial - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

***69** - *69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, information 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. When a telephone number is announced, it may 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 automatically return all calls. 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 or per activation basis. Per activation customers are charged upon announcement of information 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. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions:

Custom Local Area Signaling Service 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.

Rates & Charges:

Per activation customers are charged upon announcement of information 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.

Call Block - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the users line. The numbers the user chooses to block must be from the users defined calling area. Calls from outside the users defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES (T)

Call Park - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

Call Park Directed - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Custom Line Telephone Service group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time. (T)

Caller ID-Number Only - This feature allows the user (with compatible CPE) to view the telephone Number, of the incoming call, before answering the call or choosing to ignore the call. Telephone numbers of incoming callers will be forwarded (typically by the second ring) for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding.

Caller ID - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it. Names and numbers of incoming callers will be forwarded (typically by the second ring) for non-blocked calls 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. Telephone numbers and names transmitted via Caller ID are intended solely for the use of the Caller ID Subscriber. Resale is prohibited by this tariff.

Executive Busy Override - This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a Three way call. The called number must be in the Custom Line Telephone Service group, and will receive a warning tone prior to the establishment of the three-way conference call. (T)

Last Number Redial - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Select Call Forwarding - This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If call forwarding all calls is activated, it will override this feature.

Priority Call - This feature provides the user the ability to identify up to twelve numbers they want to receive a special notification when a call comes is received from one of the numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

Call Trace - Allows the user to trace the number of the last calls received, and have the number automatically reported to the company.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued)

5. RATES

5.1. CUSTOM LINE TELEPHONE SERVICE BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u>
a. Includes the following Basic Standard Features ^{1,2} :	\$28.62 (I)	\$6.20
Assume Dial "9"		
Call Transfer – (All Calls)		
Call Hold		
Consultation Hold		
Distinctive Ringing (Inside/Outside) ³		
Intercom Dialing		
Three-Way Calling		
b. Measured Line Rates		
	<u>24- Month ^{5,6} Term Rate</u>	<u>36 Month ⁷ Term Rate</u>
<u>Month to Month ⁴</u>		
\$26.35 (I)	\$18.62	\$16.62

¹ Additional Service Rates for Local Lines and Line Connection Charges are found in M.P.S.C. No. 2R, and M.P.S.C. 1R .

² The Custom Line Telephone Service line includes Touch Tone and Direct Inward/Outward Dialing capability.

³ This feature is specific to Custom Line Telephone Service.

⁴ Effective June 1, 2008.

⁵ Effective June 1, 2007.

⁶ 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.

⁷ Effective June 19, 2010.

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (Continued)

5.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES¹ (T)

Monthly Rate

Automatic Callback (within system only)	--
Call Forwarding - Busy	--
Call Forwarding - No Answer	--
Call Forwarding (All Calls)	--
Call Restrictions: 2	--
Call Restriction One	--
Call Restriction Two	--
Call Restriction Three	--
Call Restriction Four	--
Call Restriction Five	--
Call Restriction Six	--
Call Restriction Seven	--
Call Waiting/Cancel Call Waiting	--
Call Pick-up Directed	--
Call Pick-up Group	--
Dial Call Waiting-Originating	--
Hunting-Series	--
Hunting-Multi-line	--
Speed Dialing (6 or 8)	--

¹ Offered where facilities are available.

² No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Seven are specific to Custom Line Telephone Service. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (Continued)

5.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES¹ (T)

	<u>Additional MRC Per Month</u>
Automatic Busy Redial (*66) *69	\$ 4.00
Call Block (*60)	3.00
Call Park	3.00
Call Park Directed	4.00
Caller ID-Number Only	9.00
Caller ID	10.50
Call Trace, per line ²	
Executive Busy Override	4.00
Last Number Redial ³	4.00
Select Call Forwarding	4.00
Priority Call	3.00

¹ Offered where facilities are available.

² See Calling Services section in this tariff for description and rate.

³ This feature is specific to Custom Line Telephone Service.

(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

X. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (Continued)

5.4. Foreign Exchange Telephone Service

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange, the Foreign Exchange Telephone Service Charge applies as specified in Tariff M.P.S.C. No.1R. (T)

5.5. Service Charges -

Some Service Order charges will apply for Custom Line Telephone Service, as specified in Tariff M.P.S.C. No. 1R. (T)

If a customer elects to change from a business line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Service Ordering Charge applies, rather than a Line Connection charge. (T)
(T)
(T)

No service charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service system. When services are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service System, the appropriate service charges, as specified in the General Exchange tariff will apply. (T)
(T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (C)

1. GENERAL

Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

2. CONDITIONS

- 2.1. Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.
- 2.2. One bill will be rendered for each Digital (ISDN) Single Line Service.
- 2.3. Digital (ISDN) Single Line Service is offered on a term commitment basis commencing on the date the service is established.
- 2.4. Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service.
- 2.5. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.
- 2.6. Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

- 2.7. If ISDN is not available from a customer's normal serving central office, Frontier may choose, at the Company's discretion, to provide service from the nearest ISDN-capable office. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.

At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling area as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges as specified in Tariff M.P.S.C. No. 1R shall apply.

Should the customer be served from a different local calling area from the customer's normal serving central office/exchange, the applicable Foreign Central Office/Foreign Exchange charges as specified in Tariff M.P.S.C. No. 1R shall apply.

When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Frontier's tariffs. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then charges as outlined above will continue to apply.

No charge will apply to transfer the customer back to their normal serving central office as set forth above.

Provisioning of ISDN from noncapable ISDN offices is solely at the discretion of the Company.

- 2.8. A minimum service period of three months is required for each ISDN Single Line service.
- 2.9. Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.
- 2.10. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.11. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50o to 86o Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

2.12. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the initial term.

2.13. Termination Liability

Digital (ISDN) Single Line Service subscribers that contract a portion of their system under the Digital (ISDN) Single Line Service Term Payment Plan Option are subject to the termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS.

In the event Digital(ISDN) Single Line service is terminated by the customer prior to the completion of the initial term commitment period, the customer shall be liable for payment of termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.14. General

Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change to Digital (ISDN) Single Line services will cause a temporary interruption of service.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

All voice/data calls will be charged blocks of time or usage at the charges stated elsewhere in this tariff.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.15. Digital (ISDN) Single Line Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Residence One-Party or Business One-Party Access Line
- Single line access
- Line Configuration: - choose one or combination of:

B-Voice/CSD, per line
B-Packet, per channel (X)
D-Packet, per channel (X)

- Usage Options - must choose one:

Residence

Business

Measured
Flat rate

Measured
400 hour block of time

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel.

- (X) D-Packet Switched Data Channel service and B-Packet Switched Data Channel service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

- * Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE (Continued) (C)

2. CONDITIONS (Continued)

2.15. Digital (ISDN) Single Line Service (Cont'd)

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of 2 channels. If an additional telephone number is required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this tariff.

b. Digital (ISDN) Single Line Access

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

- 2.16. One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES

- 3.1. Definitions of the Custom Calling Service Feature Packages and CLASS Features are provided elsewhere in this tariff.
- 3.2. Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
- 3.3. Circuit Switched Data 2000 Package: Data 1000 Package plus Data Circular Hunting, and Data Speed Call-Long List.
- 3.4. X.25 Basic Package (X): X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.
- 3.5. X.25 Deluxe Package (X): X.25 Basic Service (X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication) plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.
- 3.6. The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features #	<u>Digital</u>
<u>Feature Name</u>	
Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ringing	X
Touch Call	X
Calling Number Identification	X

An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Custom Calling Service feature package, not Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. An MBKS feature package may be supplemented with Custom Calling Service feature packages by adding those packages to the Digital (ISDN) Single Line rate. Applicable charges will apply as stated elsewhere in this tariff.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.6. Feature Matrices (Continued)

Voice Packages Features *

MBKS
BASIC

Feature Name

Analog Shared Directory Number	X
Call Alternation	X
Call Forwarding	X
Conference Calling	X
Drop	X
Feature Inspect	X
Hold	X
Key System Coverage for Analog Lines	X
Multiple Directory Number Buttons	X
Shared Call Appearance of Directory Numbers	X
Speed Calling	X
Time and Date Display	X

Data Packages Features (X)

CSD1000

CSD2000

X.25

X.25 DELUXE

Feature Name

Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Circular Hunt		X		
Data Speed Call - Long List		X		
X.25 Flow control Parameters Negotiation(X) X		X		
X.25 Incoming Calls Barred (X)			X	X
X.25 Outgoing Calls Barred (X)			X	X
X.25 Reverse Charge (X)			X	X
X.25 Reverse Charge Acceptance (X)			X	X
X.25 Throughput Class Negotiation(X)			X	X
X.25 Transmit Delay Selection/Indication (X)			X	X
X.25 Closed User Groups (X)				X
X.25 Fast Select (X)				X
X.25 Fast Select Acceptance (X)				X
X.25 Hunt Groups (X)				X
X.25 One-Way Outgoing Logical Channel (X)				X
X.25 Permanent Virtual Circuit (X)				X

* Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
 (N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions

a. Digital (ISDN) Single Line

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet (X). A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (X) (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet (X). A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line. Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Digital (ISDN) Single Line Access. The central office termination of a BRI Line arranged for access to the public switched network.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

User. A member of a business system.

MBKS. Multibutton Key Set.

(X) D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

b. Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

c. Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

d. X.25 Basic Package (X)

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

- e. X.25 Deluxe Package (X): Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

- f. Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

(X) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

4. MKBS BASIC SERVICE

MBKS Basic Service consists of the following:

Drop - Allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Hold - Allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Key System Coverage for Analog Lines - Allows an analog station set to share calls with the ISDN station set.

Multiple DN Buttons - Provide access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Blocks of Time - Flat-rated usage for a predefined number of hours (25 or 50).

Shared Call Appearances of DN - Allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Time and Date Display - Is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Analog Shared Directory Number allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Call Forwarding allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Conference Calling allows the MBKS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

Call Alternation Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) The Inspect feature button is depressed and (2) the feature or call appearance button to be inspected is depressed. The feature assigned or, for call appearances, call related information is displayed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

5. RATES

5.1. Home Digital (ISDN) Single Line Service

	<u>Month-to-Month Monthly Rate</u>	<u>12 Month Term Monthly Rate</u>	<u>36 Month Term Monthly Rate</u>
Nonrecurring Charge (1)	200.00	100.00	0.00
Flat (2,4,5)	96.90	66.90	46.90
Measured (2,4,5)	27.25	27.25	27.25
Plus Measured Rate per minute of use listed below.			
Usage (3)	.025/Min/B-Channel	.02/Min/B-Channel	.015/Min/B-Channel

5.2. Business Digital (ISDN) Single Line Service

Nonrecurring Charge (1)	200.00	100.00	0.00
400 Hour Block of Time (2,4,5)	101.37	71.37	51.37
Each Minute over 400 Hours per Month (3)	.05	.05	.05
Measured (2,4,5)	24.67	24.67	24.67
Plus Measured Rate per minute of use listed below.			
Usage (3)	.025/Min/B-Channel	.02/Min/B-Channel	.015/Min/B-Channel

- (1) Nonrecurring charges shown here are in lieu of those listed in Tariff M.P.S.C. No. 1R.
 - (2) Monthly access includes b-voice/circuit switched data on both b-channels.
 - (3) Usage applies to all originating voice/circuit switched data calls terminating within the local calling area. Applicable toll charges apply as required, in addition to block of time, flat rate or measured service.
 - (4) All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.
 - (5) Local exchange rates as specified in Tariff M.P.S.C. No. 1R apply in addition to the monthly access rates.
- * Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

5. RATES (Continued)

5.3. Optional Features

	<u>Month-to-Month Monthly Rate</u>	<u>Term Monthly Rate</u>	<u>12 Month Term Monthly Rate</u>	<u>36 Month Nonrecurring Charges</u>
B-Packet, per channel (X)	\$100.00	\$100.00	\$100.00	--
D-Packet, per channel (X)	5.00	5.00	5.00	--

5.4. Packaged Services

MBKS Basic Service, per line	6.50	6.50	6.50	\$ 30.00
Data 1000, per line	3.00	3.00	3.00	15.00
Data 2000, per line	5.00	5.00	5.00	15.00
X.25 Basic (X)	NC	NC	NC	NC
X.25 Deluxe, per line (X)	5.00	5.00	5.00	15.00

5.5. Individual Services

Data Direct Connect, per line	1.00	1.00	1.00	--
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(X) D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Y. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE***** (Continued) (C)

5. RATES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
5.6. Interoffice/intraexcahnge Transport(per mile or Fraction thereof), per ISDN Single Line****	7.00	--
5.7. Optional Features Additional Directory Numbers, each	2.00	--
5.8. Foreign Exchange, per ISDN line	25.00*	--
5.9. Data Base Changes Software Changes***	--	25.00**

* Apply Foreign Exchange (FX) Mileage Charges as indicated in Tariff M.P.S.C. No. 1R.

** Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.

*** Applies to changes to existing services.

**** Reference Frontier North Incorporated Tariff M.P.S.C. No. 25R, for interexchange mileage.

***** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
 (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI)

1. GENERAL

- 1.1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/888 Services, Wide Area Telecommunications Services, and local business trunks.
- 1.2. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.
- 1.3. ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

2. REGULATIONS

- 2.1. ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.
- 2.2. Customer Provided Equipment (CPE) must be NI-2 compliant. Any CPE that requires custom switch features not supported in the NI-2 specification may be supported as an exception and priced on an individual case basis. Custom ISDN features based in specific switch types may be provided on individual case basis.
- 2.3. The service is available from central offices that have the necessary facilities to provide ISDN-PRI service and the customers serving wire center is ISDN-PRI capable. In the event, the local serving office is not so equipped, Frontier will provide PRI service from an alternate (or foreign) serving central office (determined by Frontier), within the same calling scope at no additional charge to the customer.

When a customer's serving Central Office is part of a Remote Switching Cluster, Frontier will provide PRI service from the Host Central Office at no additional cost to the customer, provided the Host Switch is equipped with the PRI service and the customer's local calling area and telephone numbers are those provided from the remote switch.

A Remote Switching Cluster exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

2. REGULATIONS (Continued)

- 2.4. When a customer's serving office is suitably equipped and the customer chooses to subscribe to ISDN-PRI Service from another Frontier designated ISDN-PRI central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. The PRI Access and PRI Facility charges will apply in addition to the special transport mileage charges.

This Tariff provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Tariff. Each ISDN-PRI trunk group is provided with one telephone number per channel.

Additional numbers may be purchased at the rates specified in the DID service section of Tariff M.P.S.C. No. 2R. Rates and charges for DID service apply.

- 2.5. This tariff does not provide for the transmission of packet data on the "B" or "D" channels, but can be provided on an individual case basis.
- 2.6. PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

- 2.7. Where a customer's ISDN-PRI Service interconnects with an intermediary customer (IC) (interexchange carrier or other service provider), PRI Access is only permitted within a single customer's ISDN-PRI Service arrangement. Access to Frontier's network exchange or switched services are not permitted.
- 2.8. Customers under a term commitment option who disconnect PRI services before the expiration of the term commitment period, shall pay an early termination liability charge as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility
- 2.9. During the initial term commitment period, the customer may add PRI services at the same monthly rate specified in the customer's original term option.
- 2.10. If a customer discontinues other Frontier services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.

Issued: August 17, 2010

Effective: August 18, 2010

By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

2. REGULATIONS (Continued)

- 2.11. The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.
- 2.12. Customers may utilize alternate high capacity digital facilities, (i.e. DS3, or any other higher speed compatible capacity digital facility that meets specifications as determined by the company) in lieu of the local PRI Switched Facility specified herein. The applicable rules, regulations, and rates from the appropriate company tariff when riding intrastate facilities and Frontier Telephone Companies Tariff FCC No. 5 when riding interstate facilities) will apply for the alternate higher capacity digital facilities.

3. PRI STANDARD FEATURES

The following B-channel features are offered to the customer, at no additional charge.

- 3.1. Calling Number Identification allows the customer to have access to the directory number of the calling party.
- 3.2. "D" Channel Back-Up automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.
- 3.3. Call-by-Call Service Selection provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID and DOD services. Call by Call Service option will not be provided after July 8, 2008. Existing customers and locations may keep this service until they disconnect.
- 3.4. Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence.
- 3.5. Non-Facility Associated Signaling (NFAS) allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Multiple Facilities can be assigned to a PRI group.
- 3.6. Two Way Service provides an option to the dedicated channel configuration by allowing two way calls on all channels.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

4. PRI OPTIONAL FEATURES

- 4.1. Calling Line Identification with Name allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification with Name is available only where facilities and conditions permit. Rates for Calling Line Identification with Name are available for term commitment of 1, 3 or 5 years for customers subscribing to ISDN-PRI on a term commitment basis.
- 4.2. Intermediary Customer (IC) Services: "B" channels may be dedicated or allowed to interconnect with various services provided by other service providers, such as Interexchange Carriers or Competitive Access Providers. The customer shall be responsible for the ordering of these services. In this situation the customer or the IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate Company tariff, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.
- 4.3. Tie Channel Service provides intercom capability on "B" Channels of ISDN-PRI Arrangements and other Customized Multi-line Telephone Service systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service systems served from different central offices. Tie Channels on a single ISDN-PRI Arrangement can be configured for intercom calling to a Customized Multi-line Telephone Service system and local exchange access for the CPE. Intercom calls between an ISDN-PRI Arrangement and a Customized Multi-line Telephone Service system does not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service system without intercom capability may incur usage charges. Tie Channel Service is available where facilities and conditions permit. Tie Channel Service will not be provided on a Call by Call Access basis.
- 4.4. PRI Station Detail Billing – provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Frontier Communications Inc. website via the Internet. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

5. ISDN-PRI TERM AND VOLUME PLANS

- 5.1 ISDN-PRI Service is offered on a optional 1, 2- or 3-year Term and Volume Plan (TVP). The ISDN-PRI Access TVP includes the ISDN-PRI Access, Standard Features and Channel Activations except for Tie Channel. Packages are available with or without the ISDN-PRI DS1 Facility and are offered as flat rate voice and measured data or measured voice and measured data. The flat voice is local usage only. Available PRI Access configurations are 23B + D, 23B + Backup D or 24B. Tie Channels are additional.
- 5.2 During the term commitment period, the customer may add PRI services at the same monthly rate as specified in the initial contract or the customer may add PRI services on a month-to-month or term commitment basis.
- 5.3 Customers under an existing TVP may convert to a new TVP option without incurring termination liability charges provided the value of the new term commitment is of equal or greater value than the remaining value of the existing commitment.
- 5.4 All of a customer's Company provided TVP ISDN-PRI within the state under this tariff will count toward the volume commitment threshold. TVP customers may change the number of ISDN-PRI during the TVP period. In the event customer under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRI to fall within a different threshold level, all remaining ISDN-PRI will be billed at the applicable level rate for the remainder of the TVP period.
- 5.5 The customer must provide the account information of the ISDN-PRI included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.
- 5.6 Regulations set forth in Paragraph 2.7 preceding are applicable to ISDN-PRI on a TVP. Customers shall be liable for termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility
- 5.7 Two-year contract customers may subscribe to 3-year contract PRI features and facilities when 2-year contract rates are not available.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6.1. ISDN-PRI DS1 Facility ¹		
12-Month Term ⁴	\$ 196.00	\$ 400.00
60-Month Term	160.00	400.00
6.2. ISDN-PRI Access		
12-Month Term ⁴	699.85 (I)	500.00
36-Month Term ²	383.35	500.00
60-Month Term	343.35	500.00
6.3. Channel Activations, per channel		
Voice Channel Activation (Flat Rate/Measured Data)	24.80 (I)	-
Voice/Data Channel Activation (Measured)	5.00	
Tie Channel Service to Customer Premises or Central Office to Central Office ³		
Per "B" Channel	10.00	-
Per PRI (11+"B" Channels Activated)	100.00	-
Tie Channel Service to Intermediary Customer (IC), each ³		
Per "B" Channel	10.00	-
Per PRI (11+"B" Channels Activated)	100.00	-

¹ Customers may utilize alternate higher capacity digital facilities in lieu of the local ISDN-PRI Facility specified herein. The rules, regulations and rates from prevailing tariff apply.

² The ISDN-PRI Access rate for 36-month Terms will be grandfathered as of June 30, 2005.

³ Applies in addition to PRI Access and Switched Facility charges. ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access NRCs from Tariff M.P.S.C No 2U is required. This NRC always applies. These rates can be used on Term and Volume Plans. Tie Channels are in addition to the regular channel rates.

⁴ The 12 month term will be grandfathered as of July 8, 2008

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6.4. Channel Usage ¹ Voice/Data Channel Usage	-	-
6.5. Subsequent Activity Charge, per occurrence	-	200.00
6.6. Calling Line Identification with Name, per ISDN-PRI Access		
1-Year Contract ²	75.00	100.00
3-Year Contract ²	70.00	100.00
5-Year Contract ³	65.00	100.00
Term and Volume ⁴	40.00	-
6.7. Optional Features		
PRI Station Detail Billing per Account	100.00	-

¹ The applicable rates and charges for Voice/Data Channel Usage are the usage rates found in MPSC 2U – Unregulated Price List, Switched Data Service. (D)

² Calling Line ID with Name Term for 12 and 36 months is grandfathered as of July 1 2008.

³ Nonrecurring Charges do not apply to the initial installation of the Service. The NRC applies for addition of the service after the initial PRI Access installation. The subsequent activity charge does not apply when this NRC is charged.

⁴ Nonrecurring Charges do not apply to the initial installation of the Service. The Subsequent Activity Charge does apply for addition of the service after the initial PRI Access installation.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

6.8 Term and Volume Rates: ¹

	<u>Two Year</u> <u>MRC</u>	<u>Three Year</u> <u>MRC</u>
PRI Access System – Flat Rate ²		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	\$ 1,245.38	\$ 1,674.11 (I)
Package 2, 11 to 20 PRI	703.35	688.35
Package 3, 21+ PRIs	678.35	653.35
PRI Access System – Flat Rate ²		
w/o ISDN-PRI DS-1 Facility, each		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	618.35	588.35
Package 2, 11 to 20 PRI	593.35	573.35
Package 3, 21+ PRIs	573.35	543.35
PRI Access System – Measured ³		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	840.36	1,049.22 (I)
Package 2, 11 to 20 PRI	473.35	428.35
Package 3, 21+ PRIs	438.35	408.35
PRI Access System – Measured ³		
w/o ISDN-PRI DS-1 Facility, each		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	393.35	338.35
Package 2, 11 to 20 PRI	353.35	313.35
Package 3, 21+ PRIs	318.35	293.35

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan. Normal Service Charges are applicable. Subsequent Activity Charges apply to all change made after the initial installation if no other NRC applies.

² Flat Rate TVP Service will not generate Usage Charges on voice, and data usage is measured. Refer to the tariff reference in Note 3 for the rates.

³ The applicable rates and charges for Voice/Data Channel Usage are the usage rates found in MPSC 2U – Unregulated Price List, Switched Data Service.

TELEPHONE EXCHANGE SERVICE

SERVICES

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

6.9 Term and Volume Rates: ¹

	<u>One Year MRC</u>
PRI Access System – Flat Rate ² Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	\$1,920.94 (I)79
PRI Access System – Flat Rate ² w/o ISDN-PRI DS-1 Facility, each Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	680.00
PRI Access System – Measured ³ Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	991.88
PRI Access System – Measured ³ w/o ISDN-PRI DS-1 Facility, each Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	1,041.47 (I)
6.10 Interoffice Transport	
Special Transport Termination	85.00
Special Transport Mileage	10.00

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan. Normal Service Charges are applicable. Subsequent Activity Charges apply to all change made after the initial installation if no other NRC applies.

² Flat Rate TVP Service will not generate Usage Charges on voice, and data usage is measured. Refer to the tariff reference in Note 3 for the rates.

³ The applicable rates and charges for Voice/Data Channel Usage are the usage rates found in MPSC 2U – Unregulated Price List, Switched Data Service.

TELEPHONE EXCHANGE SERVICE

Z. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

6.11 Bundled Term Rates and Charges

<u>2-Year Term¹</u>	<u>Monthly Rate</u>	
ISDN-PRI Bundle	\$934.23	
ISDN-PRI Bundle with 20 DID Numbers	\$949.23	
ISDN-PRI Bundle with 50 DID Numbers	\$954.23	
ISDN-PRI Bundle with 100 DID Numbers	\$959.23	
 <u>3-Year Term¹</u>		
ISDN-PRI Bundle	\$1,066.47	(I)
ISDN-PRI Bundle with 20 DID Numbers	\$1,081.47	
ISDN-PRI Bundle with 50 DID Numbers	\$1,081.47	
ISDN-PRI Bundle with 100 DID Numbers	\$1,091.47	(I)
 <u>5-Year Term¹</u>		
ISDN-PRI Bundle	\$686.25	
ISDN-PRI Bundle with 20 DID Numbers	\$701.25	
ISDN-PRI Bundle with 50 DID Numbers	\$706.25	
ISDN-PRI Bundle with 100 DID Numbers	\$711.25	

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

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE

1. GENERAL

1.1. Switched Data Service is a network service available only to customers served from suitably equipped central offices. This is a digital data transmission service which provides the capability for switched digital end-to-end data transport.

1.2. In addition to definitions found herein and other tariffs, the following definitions will apply to Switched Data Service:

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.

Customer Group - Defines a set of stations that have common features and system parameters including abbreviated dialing.

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex - Type of communication that supports transmission of signals in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting - A search through a group of telephone numbers until an idle number is found or the last number of the group is reached.

Synchronous - A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

2. DESCRIPTION

2.1. The customer may subscribe to Switched Data Service under the following service arrangements except when conditions specified in C.6. following are applicable:

a. Low Speed Switched Data

- Single Line
- Customized Multi-line Telephone Service (T)

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

- Single Line
- Customized Multi-line Telephone Service (T)

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

c. 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.

d. Switched Data Channel Access

A 1.544 Mbps high capacity digital facility which transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

2.2. Standard Features

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.

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 Customized Multi-line Telephone Service Line customer groups only. (T)
(T)

Direct Dialing - This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

2. DESCRIPTION (Continued)

2.3. Optional Features

Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group - This feature, restricted to Customized Multi-line Telephone Service lines only, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied. (T)

Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

2.4. Optional Feature Packages

The following feature packages are available for use with Switched Data Service, except where specified:

a. Feature Package Data 1000 includes

Data Individual Speed Call-Short List - The use of the Data Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight (8) 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 subscriber 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 telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot telephone number and ending at the last line.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

2. DESCRIPTION (Continued)

2.4. Optional Features Packages (Continued)

- b. Feature Package Data 2000 - This package contains the features included in Feature Package Data 1000, and:

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 Customized Multi-line Telephone Service intercom calling. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension. (T)

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.

Data Circular Hunting - This feature assigns a pilot telephone 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 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 available to Customized Multi-line Telephone Service intercom calling. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension. (T)

Data Individual Speed Call-Long List - The use of the Data Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

3. CONDITIONS

- 3.1. The minimum billing for this service is one month.
- 3.2. The provision of Switched Data Service and associated features are subject to the availability of certain Central Office and outside plant facilities.
- 3.3. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Switched Data Service features and its associated facilities, including (without limitation) the failure of any person to pay that customer's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

3. CONDITIONS (Continued)

- 3.4. Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities. Grade of transmission is guaranteed only to the serving central office.
- 3.5. The rate elements applicable for Switched Data Service are as follows:
- a. Switched Data Customer Line
 - b. Optional Features
 - c. Customer Premises Termination and Channelization (Optional)
 - d. Network Usage Charge
 - e. Service Connection Charge
 - f. Software Reconfiguration Charge
- 3.6. The Switched Data customer loop is subject to distance limitations as a result of digital signal power loss which are central office switch technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations:
- a. On a DMS-100 central office switch: 42 dB 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.
 - b. On a GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.
 - c. On non-ISDN equipped 5ESS central office switch: 42 dB loss at 80 kilohertz, equating to a range 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.

Where the conditions in 6.a., 6.b. and 6.c. above cannot be met, the customer must subscribe to Switched Data Channel Access or subscribe to Switched Data Individual Line Loop Extension for Switched Data Service.

Where a customer's local serving central office is not capable of providing Switched Data Service the Company will determine the nearest capable central office. Interoffice High Capacity DS-1 (1.544 Mbps) mileage will apply from the non-capable central office to the central office capable of providing Switched Data Service at the rates specified in Tariff M.P.S.C. No. 25R, for High Capacity Digital DS-1 (1.544 Mbps) Facilities. In this situation, the customer will utilize the dialing plan associated with the central office that provides the digital dial tone. (NOTE: The DS-1 Special Transport Termination charge is not to be applied in conjunction with the DS-1 Special Transport Per Airline Mileage charge.) (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

3. CONDITIONS (Continued)

- 3.7. 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 at a customer's premises, 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.
- 3.8. Customers utilizing the voice option of this service may subscribe to Custom Calling features. The Switched Data features contained herein are to be used exclusively with the Switched Data Service.
- 3.9. Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods. Origination of calls for 800, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) types of calls is limited to voice calls only. These types of calls will be provided with the Voice Option feature of Switched Data Service when requested by the customer.
- 3.10. Switched Data Individual Line Loop Extension is required where:
- Customers are restricted by technical requirements as specified herein.
 - 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. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates specified in Tariff M.P.S.C. No. 25R. 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. (D)
- 3.11. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
- 3.12. Vacation Service rates are not applicable to Switched Data Service.
- 3.13. Directory Listings for Switched Data Service will be provided upon customer request.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

4. APPLICATION OF RATES

- 4.1. Switched Data Customized Multi-line Telephone Service Line rates are determined either by the total number of Low Speed or total number of High Speed lines requested per customer (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all 55 Low Speed lines will be billed at the "50-100" rate and all 25 High Speed lines will be billed at the "2-49" rate). (T)
- 4.2. Rates and charges specified elsewhere for services provided in conjunction with Switched Data Service (i.e., Touch Calling, Custom Calling features, Customized Multi-line Telephone Service features, etc.) are in addition to the monthly rates for Switched Data Service. (T)
- 4.3. Customer Premises Termination and 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 E.1.c. following. Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply.

5. RATES AND CHARGES (See Notes 1 & 2)

The following rates and charges are in addition to the rates and charges for other associated services and applicable service charges.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
5.1. Switched Data Customer Line			
a. Low Speed Access:			
Single Line, Per Line	\$37.00	\$50.00	
Customized Multi-line Telephone Service			(T)
2-49 Lines,	40.00	50.00	
50-100 Lines,	37.00	50.00	
101 and above Lines, each	34.00	50.00	
b. High Speed Access:			
Single Line, Per	47.00	50.00	
Customized Multi-line Telephone Service			(T)
2-49 Lines,	50.00	50.00	
50-100 Lines,	47.00	50.00	
101 and above Lines, each	44.00	50.00	

Notes:

- 1. Local Loop Charge is included in the Switched Data Line Rate.
- 2. The Nonrecurring Charges apply in addition to the appropriate Line Connection Charges as stated in Tariff M.P.S.C. No. 1R.

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

5. RATES AND CHARGES (See Notes 1 & 2) (Continued)

5.1. Switched Data Customer Line (Continued)

The following rates and charges are in addition to the rates and charges for other associated services and applicable service charges.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
c. Switched Data Individual Line Loop Extension:			
Switched Data Access - Individual Line Loop Extension - Single Line	\$50.00	\$50.00	
Line Loop Extension - Customized Multi-line Telephone Service	50.00	50.00	(T)
Switched Data Individual Line Loop Extension Channel, Per line			
Single Line	12.00	50.00	
Customized Multi-line Telephone Service	15.00	50.00	(T)
d. Switched Data Channel Access:			
Switched Data Channel Access (24 Channels DS-1 Facility)	Note 2	Note 2	
Switched Data Channel Access Mileage (DS-1 Interoffice Mileage)	Note 2	NA	
Central Office Termination Per Access Arrangement	150.00	125.00	
Central Office Channelization			
Single Line, Per Channel Activated	5.00	NA	
Customized Multi-line Telephone Service Per Channel Activated	5.00	NA	(T)
Multi-line, DID, Per Channel Activated	5.00	NA	
Customer Premise Termination (Optional) Per Access Arrangement	100.00	75.00	
Customer Premise Channelization (Optional) Per Channel Activated	25.00	20.00	

1. The Nonrecurring Charges apply in addition to the appropriate Line Connection Charges as stated in Tariff M.P.S.C. No. 1R.
2. Apply appropriate charges (Monthly Rates & Nonrecurring Charges) as set forth in Tariff M.P.S.C. No. 25R, for High Capacity Digital DS-1 (1.544 Mbps) Facilities. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AA. SWITCHED DATA SERVICE (Continued)

5. RATES AND CHARGES (Continued)

5.2. Optional Features **

	<u>Monthly Rate</u>	
a. Data Direct Connect, each line	\$1.00	
b. Data Closed User Group, each line	1.00	
c. Voice Option		
Single Line Flat, each	8.00	
Single Line Usage, each	5.00	
Customized Multi-line Telephone Service Line, each	5.00	(T)

5.3. Optional Feature Packages **

a. 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	3.00
b. Feature Package Data 2000 (includes 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	5.00

	<u>Call Setup Per Call</u>	<u>Each Minute</u>
5.4. <u>Network Usage</u> *	\$.02	\$.02

5.5. <u>Software Reconfiguration Charge</u>	<u>Rate Per Occurrence</u>	\$12.75
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The Software Reconfiguration Charge is applicable for any software changes that are required to make changes for Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Subsequent Service Ordering Charge shown in Tariff M.P.S.C. No. 1R is also applicable.

* Network usage charges are applicable to all local calls except for Customized Multi-line Telephone Service intercom calls. (D)

** A Subsequent Service Order Charge, as shown in Tariff M.P.S.C. No. 1R, is applicable for the addition of optional features and feature packages. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES*

(C)

1. DEFINITIONS

1.1. WATS

- a. Wide Area Telephone Service (WATS) is a service which provides facilities for dial type telephone communication from a WATS access line to specified service areas in accordance with the regulations and schedule of charges specified herein. The WATS charges set herein are for local and intraLATA toll calls placed over the WATS line.
- b. A WATS access line is a line from the customer's premises to a Telephone Company central office provided for the purpose of originating WATS calls.

1.2. 800 SERVICE

- a. 800 Service is the furnishing of facilities for the completion of dial type telephone communication originated to the customer's 800 Service access line by regular exchange telephone customers from specified service areas as defined herein in accordance with the regulations and schedule of charges specified herein. The 800 Service charges set forth herein are in payment for the service furnished between the calling and called stations, for intraLATA toll calls.
- b. An 800 Service access line is a line from a Telephone Company central office to the customer's premises provided for the purpose of completing 800 Service calls.

1.3. DIAL TYPE COMMUNICATIONS

Denotes a call where the services of a Company operator will not be used to complete a WATS or 800 Service call, or in furnishing any information or assistance relating to billing or charges for such a call except that a Company operator will:

- reestablish a call which has been interrupted after the called number has been reached.
- reach a called telephone number where facilities are not available for customer dial completion.
- reach a called telephone number for a handicapped customer who has registered with the Company for Dial "0" Service.
- reach a called number in cases of emergency involving safety of life or property.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES* (Continued)

(C)

2. CONDITIONS

- 2.1. The furnishing of Wide Area Telephone Service will require certain physical arrangements of the facilities of the Company and is therefore subject to the availability of such facilities.
- 2.2. Wide Area Telephone Services are available 24 hours per day, 7 days per week.
- 2.3. When Wide Area Telephone Services are furnished for only intrastate intraLATA calling the Company provides a Wide Area Telephone Service Access Line (SAL) and the intraLATA calls are completed by the Company.
- 2.4. Wide Area Telephone Services may be furnished in association with Interexchange Carriers for intrastate interLATA and/or interstate calling through a Special Access Line (SAL). Calls within the customer's home LATA are completed by the Company and calls outside the customer's home LATA are completed by the Interexchange Carriers.
- 2.5. Wide Area Telephone Services contemplate the provision of satisfactory transmission only between the station or switching system with which the access line is associated and the called or calling station. The service is not represented as adapted for interconnection with Private Lines or central office lines to extend a two-point connection beyond the originating and called station location.
- 2.6. Wide Area Services are not available on a foreign exchange basis.
- 2.7. 800 Service is furnished upon condition that the customer contract for adequate facilities to permit the using of the service without injurious effect upon the general telephone service.
- 2.8. Wide Area Services, excluding Wide Area Telephone Services, are intended only for communications in which the customer 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 communications for others. This prohibition shall not apply to the provision of Wide Area Services to a customer who is engaged as a communications common carrier in a public telegram message business.
- 2.9. Wide Area Telephone Services may be resold or shared by the customer. When such use is authorized by the customer such usage shall be subject to the provisions outlined herein, and the customer accepts full responsibility for all charges on messages originating on service contracted for by him, as specified elsewhere in the Company's tariffs.
- 2.10. The minimum contract period is one month.
- 2.11. In case of connection of a WATS access line for a customer at a location where any area or class of WATS has been disconnected or suspended by him less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

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(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES* (Continued)

(C)

2. CONDITIONS (Continued)

- 2.12. In case of connection of an 800 Service access line for a customer at a location where any area or class of 800 Service has been disconnected or suspended by him less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.
- 2.13. A service group for WATS Service is one or more access lines for the same customer in the same service area terminated at the same premises. For 800 Service, it is one or more access lines for the same customer arranged in the same central office equipment as part of a given hunting arrangement.

3. APPLICATION OF RATES

- 3.1. Each access line will be arranged for Measured Time service.
- 3.2. The usage charges specified are for intraLATA calls only. Charges for interLATA calls will be determined by the interexchange carrier that completes the interLATA calls.
- 3.3. The minimum average usage time per intraLATA call is 15 seconds.
- 3.4. Method of Determining IntraLATA Usage Charges for WATS and 800 Service:
 - a. Determine the total number of completed calls for each service group. (WATS and 800 Service are treated as separate service groups.)
 - b. Apply the minimum average usage time of 15 seconds by dividing the number of completed calls in each service group by 240.
 - c. Determine the total actual hours used for each service group.
 - d. Determine the total chargeable hours for each service group. This is the greater of b. or c. above, rounded to the nearest tenth (one decimal place).
 - e. Determine the number of access lines, within each service group, in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places).
 - f. Determine the average chargeable usage per access line in each service group by dividing the total chargeable hours in d. above by the number of access lines in e. above.
 - g. Determine the Usage Charge for the average chargeable usage per access line in each service group. Multiply the average chargeable usage in each Hours of Use Rate Band by the applicable Usage Rate Per Hour. Add the results.
 - h. Determine the total Usage Charge by multiplying the Usage Charge per access line in g. above by the number of access lines in e. above.

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(N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES* (Continued) (C)

4. RATES

4.1. WATS and 800 SERVICE RATES:

a. The monthly rate for each Wide Area Telephone Services access line (WAL) is:

Monthly Rate

\$20.29

b. Service charges are applicable to the WAL as specified in 4.2. following.

c. The monthly rate and service charges for the WAL does not apply to any access line which is subject to the Special Access Line (SAL) monthly rate and nonrecurring charges, specified in the Company's Tariff M.P.S.C. No. 25R or Telephone Operating Companies Tariff F.C.C. No. 1, that applies or an intrastate interLATA and/or interstate service when the same facility is used for intraLATA capability.

d. Usage Rates /a/

Current Usage Rates Per Hour apply to the average use of each access line within a service group, rounded to the nearest tenth of an hour. The Usage Rate that is applied is the rate specified for use occurring during each Hours of Use Time Band.

(1) Usage Rates

<u>Hours of Use Time Bands</u>	<u>Usage Rates Per Hour</u>	
	<u>Current</u>	<u>Maximum</u>
0.1 to 15	\$14.71	\$14.71
15.1 to 40	14.00	14.00
40.1 to 80	13.18	13.18
Over 80	12.36	12.36

(2) 800 SERVICE Usage Rates

0.1 to 15	\$14.71	\$14.71
15.1 to 40	14.00	14.00
40.1 to 80	13.18	13.18
Over 80	12.36	12.36

/a/ Minimum average usage time per call is 15 seconds.

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TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES* (Continued) (C)

4. RATES (Continued)

4.2. SERVICE CHARGES

a. General

- (1) The Service Charges covered herein are applicable in connection with the establishment of Wide Area Service and subsequent moves, changes and additions of lines, and other service or equipment.
- (2) Service Charges:
 - (a) Miscellaneous Services Charges - The charge for performing miscellaneous services at the customer's request.
 - (b) Line Connection Charge - The charge for performing all or part of the operations associated with the connection of a Wide Area Services line for provision of network access.

b. Definitions

- (1) Customer Premises – one building or portion of a building occupied by a customer either in the conduct of his business or as a residence. All offices occupied by a customer on the same or separate floors on one building or different buildings on the same continuous property are considered as part of the customer premises.

Where regular exchange service or Centrex service is furnished in a communal type dwelling such as a dormitory, hotel, boarding house or apartment, the term "Customer's Premises" refers to the room, apartment or suite of rooms occupied by the user. Under the same conditions, "Customer's Premises" for the management of such a dwelling would include all the other space not occupied by a tenant, e.g., halls, administrative offices, etc.

- (2) Same Continuous Property - is an uninterrupted plot of land occupied by one customer within the same block. "Same Continuous Property" excludes expressways or right-of-way property of railroad, power and pipe line companies.
- (3) Move - is the transfer of telephone equipment from one location to another location within the customer's premises.

c. Charges

- (1) Miscellaneous Service Charge \$ 8.35
- (2) Line Connection Charge
 - (a) Each line or trunk 42.00
 - (b) Line Rearrangements, per line 30.50

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AB. WIDE AREA SERVICES* (Continued)

(C)

4. RATES (Continued)

4.2. SERVICE CHARGES (Continued)

d. Application of Service Charges

Service Charges apply to install, change or move service and equipment. Unless otherwise specified. Service Charges are in addition to Installation Charges and Nonrecurring Charges.

Service Charges are not applicable for Company initiated work.

(1) Miscellaneous Services Charge

- (a) One charge covers all miscellaneous services performed at the same time for the same service.

(2) Line Connection Or Rearrangement Charges

- (a) Line Connection Charges for lines or trunks are applicable as follows: One Line Connection Charge applies for each Wide Area Service lines or trunks to the general distribution cable terminals serving the customer's premises in the same building or different buildings on the same continuous property.
- (b) Line Connection Charges are applicable for connecting one or more Wide Area Service lines or trunks to the general distribution cable terminals serving the customer's premises in the same building or different buildings on the same continuous property.
- (c) Line Connection Charges are applicable each time service is established at a location. However, when service and facilities are assumed prior to discontinuance and without lapse in rendition of service or change in class of service, in the case of change in responsibility for payment for service, only the Miscellaneous Service Charge as specified in (1) preceding is applies.

(3) A Line Rearrangement charge is applicable for:

- (a) A change from WATS or 800 Service or vice versa.
- (b) For each change in telephone number, made at the customer's request, including change in number to provide trunk hunting.
- (c) For one or more changes, per line, at the same time, one Line Rearrangement Charge applies.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

1. GENERAL

- 1.1. This Section contains regulations, rates and charges applicable to the provision of certain functional network services designed primarily for Enhanced Service Providers (ESPs) to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by Frontier North Incorporated, hereinafter referred to as the Company.
- 1.2. Services for ESPs are subject to the availability of facilities and are limited to central offices specifically equipped to provide such service.
- 1.3. Services in this section, designed primarily for ESPs, are also available to others.

2. ESP SERVICES

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in Paragraph E.2.h. following. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

2.1. Message Waiting Indication - Audible

This service provides the ability for a customer to send and 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 new messages are waiting for them. Customers subscribing to this service must also subscribe to Data Link Service.

2.2. Forwarded Call Information - Intraoffice

This service provides the information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to 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.

Customers subscribing to this service must also subscribe to Data Link Service.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

2. ESP SERVICES (Continued)

2.3. Data Link

This service, which must be established between the customer's location and the Company's central office, provides the capability of delivering to the customer the called number and the type of forwarding from each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.

2.4. Queuing

This service provides customers subscribing to Trunk lines or Customized Multi-line Telephone Service 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. (T)

2.5. 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.

2.6. Customer Controllable Ringing

This service provides clients the ability to adjust the number of ring cycles that should be used prior to forwarding a call in a "No Answer" situation. 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.

2.7. Message Waiting Indication - Audible Ring Burst

In addition to the stutter dial tone that a client receives to let him know a message is waiting, Frontier can provide ringing at a special cadence to signal the client that a message is waiting. This reminder will be repeated at a specific interval programmed by Frontier.

2.8. Message Waiting Indication – Visual

This service provides the customer with the ability to send an alerting signal in the form of a light to its client's line. This alerting signal can then be used by the customer to inform its client that a message is waiting. This service requires subscription to a Data Link Facility.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

3. ESP CLIENT SERVICES

ESP Client Services are services offered by the Company. Descriptions and rates for these services are as set forth in the Custom Calling Services Section. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. Those client services are as follows:

- Call Forwarding Busy - Fixed
- Call Forwarding No Answer - Fixed
- Call Forwarding Busy/No Answer - Fixed

4. DEFINITIONS

ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services provided under this Section. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

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 any services provided under this Section.

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 Section.

Enhanced Service Provider - An Enhanced Service Provider (ESP) is a customer, in accordance with applicable regulatory requirements, claiming the status of an ESP and providing an enhanced service under Section 64.702 of the FCC's Rules and Regulations.

5. REGULATIONS AND CONDITIONS

5.1. Undertaking of the Telephone Company

- a. The limitation of the Company's liability is set forth in Tariff M.P.S.C. No. 7R.
- b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Section or any Tariff of the Company.
- c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- d. 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.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

5. REGULATIONS AND CONDITIONS (Continued)

5.1. Undertaking of the Telephone Company (Continued)

- e. ESP and ESP Client Services will not be provided in connection with Public, Semi-Public or Customer Owned Coin Operated Telephone Services.
- f. Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed tariffs for local message units, zone charges, dial station, operator station or message toll.

5.2. Enhanced Service Provider's Obligations

- a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- b. 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 of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- c. The customer is responsible for all provisioning 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 access line service. The customer is also responsible for disconnecting ESP Client Services ordered for its client(s), including those situations where the customer's client(s) no longer has service with the Company.
- d. 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.
- e. 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.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

5. REGULATIONS AND CONDITIONS (Continued)

5.2. Enhanced Service Provider's Obligations (Continued)

- f. 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 herein.
- g. Customers subscribing to the services outlined in Paragraphs B.1.a., b., c., d. and e. are required to subscribe to Trunk facilities or Customized Multi-line Telephone Service Line lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional Trunk facilities or Customized Multi-line Telephone Service Line lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others. (T)
- h. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service. (T)

5.3. Client Obligations

Charges are applicable to the client's line equipped with Call Forwarding Busy and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

5.4. Billing and Remittance

- a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.
- b. The customer's services may be discontinued pursuant to the procedures set forth in Tariff M.P.S.C. No. 7R, for failure to make full payment for the Company's service provided under this Section.

6. RATE AND CHARGE REGULATIONS

- 6.1. Any change to the customer's preselected telephone number to which the client's telephone calls are redirected, as described in Paragraph C.1, will incur applicable service ordering charges.
- 6.2. The ESP bill option as described in Paragraph D. may only be exercised by a customer utilizing the services found in this Section to offer an enhanced service.
- 6.3. The initial (or minimum) period for all ESP services and facilities is one month (30 days).
- 6.4. The following rates and charges are in addition to all applicable nonrecurring and recurring charges shown herein and in other Tariffs of the Company.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

7. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
7.1. Call Forwarding Busy - Fixed, per client line arranged	*	**
7.2. Forwarding No Answer – Fixed, per client line arranged	*	**
7.3. Call Forwarding Busy/No Answer – Fixed, per client line arranged	*	**
7.4. Message Waiting Indication – Audible, per client line arranged	*	\$.50
7.5. Forwarded Call Information - Intraoffice, per client line arranged	*	1.00
7.6. Data Link, per data link arranged	\$500.00	300.00
7.7. Queuing, per trunk arranged	*	1.50
7.8. User Transfer, per trunk arranged	*	2.25

* The Subsequent Service Ordering Charge as shown in Tariff M.P.S.C. No. 1R will apply when ESP and ESP Client services are added or rearranged on an existing line. Central Office Charges do not apply for ESP and ESP Client services added or rearranged.

** Applicable rates are as set forth in the Custom Calling Services Section.

TELEPHONE EXCHANGE SERVICE

SERVICES

AC. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

7. RATES AND CHARGES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
7.9. Customer Controllable Ringing per client line arranged	*	1.00
7.10. Message Waiting Indication-Audible Ring Burst per client line arranged	*	1.50
7.11. Message Waiting Indication-Visual per client line arranged	*	.50
7.12. Three Feature Package		
When services as shown in 7.3., 7.4. and 7.5. are ordered one each in a package for an individual subscriber's line	*	2.00
7.13. Five Feature Package		
When services as shown in 7.3., 7.4., 7.5., 7.9. and 7.10. are ordered one each in a package for an individual subscriber's line	*	2.75

* The Subsequent Service Ordering Charge as shown in Tariff M.P.S.C. No. 1R will apply when ESP and ESP Client services are added or rearranged on an existing line. Central Office Charges do not apply for ESP and ESP Client services added or rearranged.

TELEPHONE EXCHANGE SERVICE

SERVICES

AD. DIRECTORY ASSISTANCE PLUS (T)

1. GENERAL

Directory Assistance Plus provides a mechanized announcement offering call completion to a directory assistance customer requesting an IntraLATA number. (T)

2. REGULATIONS

2.1. Directory Assistance Plus will only be furnished where facilities and operating conditions permit. (T)

2.2. This offering provides call completion only on an IntraLATA call.

2.3. Directory Assistance Plus will not be provided to the following services: WATS Services, 800 Services, 900 Services, 976 Services, Feature Group A Service or Customer Owned Coin Operated Telephone Service (COCOTS). (T)

2.4. Calls will be completed on a sent paid basis. Person-to-Person, collect, conference, calling card, third number or any other calls requiring operator assistance, are not included.

2.5. The Directory Assistance Plus charge is not subject to optional calling plan discounts. (T)

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

2.7. Customers may request blocking of Directory Assistance Plus calls originating from their telephone lines by contacting Frontier's business office. (T)

3. RATES

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

	<u>RATE</u>	
Directory Assistance Plus per call completed	\$0.35	(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

- AE. PREMIUM SERVICE LINES (T)
1. DESCRIPTION OF SERVICE
- 1.1. Premium Service Lines consists of service and facilities for an Information Provider's pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a Premium Service Lines telephone number and receive a Premium Service Lines Provider's recorded announcement or interactive program. As part of this service, the Company will transport calls and bill callers on behalf of the Premium Service Lines Provider. Each completed call to a Premium Service Lines number will be made at a charge to the caller. (T)
- 1.2. An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the Premium Service Lines Provider equipment for the purpose of sending or receiving information. (T)
- 1.3. Premium Service Lines blocking enables a business or residence subscriber to prevent the completion of intraLATA Premium Service Lines calls where the subscriber is served by a technically capable central office. (T)
2. DEFINITIONS
- 2.1. An Information Provider and/or sponsor is a customer providing Pay-Per-Call Services who wishes the Company to bill calls on its behalf for all calls completed to the Provider's announcement or interactive program and for whom the Company agrees to provide such billing. A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor.
- 2.2. Pay-Per-Call Services - are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.
3. GENERAL
- 3.1. Because the capacity of central office equipment and network facilities to furnish Premium Service Lines is limited: (T)
- a. Service will only be furnished where facilities and operating conditions permit.
- b. If the Company has reason to believe that permitting the commencement or continuation of the 976 Program 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 other subscribers, the Company may refuse to provide Premium Service Lines or may discontinue providing such service. Unless, in the judgement of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company shall give notice of discontinuance as promptly as reasonably possible. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued)

(T)

3. GENERAL (Continued)

- 3.2. The Company reserves the right not to render bills to calling parties for calls to any announcement or program if the Company, in its sole judgement, determines that billing for those calls may be detrimental to the reputation or public image of the Company. Billing, in those cases, will be the sole responsibility of the Premium Service Lines Provider or sponsor. (T)
(T)
- 3.3. Premium Service Lines Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Premium Service Lines Provider sponsoring the same or similar announcement or program. (T)
(T)
- 3.4. The Premium Service Lines Provider shall indemnify and defend the Company against and hold the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use Premium Service Lines said service and facilities. (T)
(T)
- 3.5. The limitation of the Company's liability is set forth in Tariff M.P.S.C. No. 7R.
- 3.6. One directory listing per announcement or program will be furnished without charge in each directory within a Premium Service Lines local calling area. Directory listings for Premium Service Lines must specify that additional charges apply to calls placed to the listed number. Additional directory listings will be furnished at rates as set forth in the Unregulated Services Directory Listings Section. (T)
- 3.7. Each direct dialed sent paid call (toll or local) will be at a predetermined amount established by the Premium Service Lines Provider plus any other appropriate rate (including toll charges). Any request by the Premium Service Lines Provider for a change in the amount the Company is to bill per call must be received by the Company in writing, at least 30 days prior to the proposed effective date. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued)

3. GENERAL (Continued)

3.8. Direct dialed sent paid calls from flat or metered rate access lines within the Premium Service Lines local calling area do not incur metered unit charges. (T)

3.9. The Company will deny all third party calls and collect calls to Premium Service Lines numbers. All calls to a Premium Service Lines from coin telephones and all calls requiring Company operator assistance or handling will also be denied. (T)

3.10. The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78 second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the Premium Service Lines Provider will pay the additional time rate. The Provider must notify the Company whenever the message length is to be increased or decreased. (T)

If the message length is longer than that agreed upon, the Company may terminate the service.

3.11. Within the first 15 seconds of a call and prior to the connection to a Premium Service Lines program, the Information Provider will notify the caller of the following: (T)

a. Specific information stating:

- (1) The name of the program.
- (2) The information charge for the call.
- (3) The date the information was recorded, if the information is a recorded message.
- (4) If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
- (5) That minors must have parental permission (if the program is directed to minors).
- (6) That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
- (7) That minors should hang up if the program is adult in nature.
- (8) Any additional charges that the caller must incur to obtain the full information or service.
- (9) The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider is fund raising.

b. At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call. However, transport charges will be billed to the Premium Service Lines Provider from the time of the initial connection. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued)

(T)

3. GENERAL (Continued)

- 3.12. If the service is disconnected, all remittance money due to the Premium Service Lines Provider may be credited or applied to the final bill issued for the recurring charges associated with the tariff schedule, or for the facilities provided to connect the Provider's premises equipment to the serving central office. (T)
- 3.13. The Premium Service Lines Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment. (T)
- 3.14. The Premium Service Lines Provider's automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message. (T)
- 3.15. The Premium Service Lines Provider established call rate will not be less than \$0.20. (T)
- 3.16. The name, address and telephone number for inquiries of information providers which have billing and transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion and if the information is available, release the same information for providers with whom it does not have billing and transport arrangements.
- 3.17. The Company will immediately terminate service to any Premium Service Lines Provider for fraud or unlawful business practices. (T)
- 3.18. The Company will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:
- a. Call Recording - the recording of completed calls to a specific 976 number.
 - b. Message Processing - the transformation of recorded call detail into rated calls in preparation for billing of those calls.
 - c. Bill Processing and Collection (with inquiry) - the preparation of bills and subsequent collection of payment by subscribers to Information Services. The Company will be responsible for all matters concerning billing, collection, adjustment, and call investigation.

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued) (T)

4. PREMIUM SERVICE LINES PROVIDER OBLIGATION (T)

4.1. The Premium Service Lines Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service. (T)

4.2. The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.

4.3. The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.

4.4. Each Provider advertisement, publication or other communications containing the Premium Service Lines telephone number to be called shall clearly and conspicuously display the Premium Service Lines local calling area, what the per call rate is for direct dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Premium Service Lines call rate. (T)
(T)

In addition, all television advertisements must include a voice-over announcement of the price of the 976 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 976 number.

All Premium Service Lines programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All Premium Service Lines programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Premium Service Lines call. (T)
(T)
(T)

4.5. The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the Provider premises equipment, producing the announcement or interactive program development, advertising and promotional expense.

4.6. For exchange toll network sizing and protection, each Provider must furnish the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program.

4.7. The Provider assumes all financial responsibility for all facilities required to connect the equipment located on the Provider's premises to the central office which serves the particular prefix code used for Premium Service Lines. (T)
(T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued) (T)

5. COMPANY OBLIGATION

5.1. On behalf of the Premium Service Lines Provider, the Company will bill the Provider's clients (callers) for all direct dialed sent paid calls completed to the announcement or program. (T)

5.2. A one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll charges shall not be included in the adjustment.

a. If a subscriber requests a second adjustment for 976 charges, the Company may, at its option, place 976 blocking on the caller's line.

b. The Company may block access to 976 service for callers who fail or refuse to pay 976 charges.

5.3. If the Company determines a caller is generating high 976 usage, the Company may contact the caller for early notification. The Company shall inform the caller of the charges and of blocking options. If contact cannot be made, the Company may temporarily block 976 calls until it has made contact with the caller, informed him of the charges and determined if he desires to resume service.

5.4. The Premium Service Lines Provider must establish a specific complaint procedure and an adjustment policy. The Company will adopt the established procedure when the Company provides Billing and Collection services for the Provider. (T)

5.5. The Company will issue a remittance check monthly to the Premium Service Lines Provider based on the total number of direct dialed sent paid calls, completed to the Premium Service Lines Provider's announcement or program minus any calls adjusted by the Company. (T)

The amount of remittance will be the difference between the Premium Service Lines Provider's established rate per call and the Company's Transport and Billing rate per call multiplied by the number of qualifying calls less any nonrecurring or recurring charge owed the Company by the Premium Service Lines Provider. (T)

5.6. Included with the Premium Service Lines Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued) (T)

6. RATES

6.1. Cost Allocation Surcharge

Each month the Company will assess a 5% cost allocation surcharge to the Premium Service Lines Provider based on the amount due them. This surcharge allows the Company to recover subscriber uncollectibles. (T)

Once actual uncollectible data by Premium Service Lines Provider and/or Sponsor is available, the 5% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted. (T)

6.2. The rates and charges following apply to Premium Service Lines in addition to any additional appropriate rates and charges of the Company. (T)

6.3. Rates and Charges Applicable to Premium Service Lines Provider: (T)

		<u>Nonrecurring Charge</u>			
a.	Initial establishment of Premium Service Lines or reassignment of existing facilities to a new service in each area code on the same service order, per announcement or interactive program		(T)		
	Per Program	\$325.00			
b.	Any change in established call rate or telephone number, per announcement, interactive program	100.00			
c.	Transport and Billing of Calls				
		<table border="0" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"><u>Initial 60 Seconds</u></td> <td style="text-align: center;"><u>Each Additional 30 Seconds or Fraction Thereof</u></td> </tr> </table>	<u>Initial 60 Seconds</u>	<u>Each Additional 30 Seconds or Fraction Thereof</u>	
<u>Initial 60 Seconds</u>	<u>Each Additional 30 Seconds or Fraction Thereof</u>				
(1)	Transport, Per Call	\$0.070	\$0.035		

TELEPHONE EXCHANGE SERVICE

SERVICES

AE. PREMIUM SERVICE LINES (Continued) (T)

6. RATES (Continued)

6.3. Rates and Charges Applicable to Premium Service Lines Provider:(Con't) (T)

d. Billing and Collection Services

(1) Billing and Collection charge billed to the Premium Service Lines Provider (T)

Provider Rate Per Call	<u>\$0.20-\$0.50</u>	<u>\$0.51-\$2.00</u>	<u>\$2.01+</u>
Billing and Collection Rate Per Message	\$0.08	\$0.15	\$0.25

e. Calls for which no remittance is made to the Premium Service Lines Provider: (T)

- (1) Calls adjusted by the Company
- (2) Calls which are determined to be uncollectible

6.4. Rates and Charges Applicable the Caller:

a. Calls for which a remittance is made to the Premium Service Lines Provider: (T)

(1) Direct dialed sent paid calls originating from within the Premium Service Lines local calling area, each call - A predetermined amount established by the Premium Service Lines Provider. (T)

(2) Direct dialed sent paid calls originating from outside the Premium Service Lines local calling area, each call - A predetermined amount established by the Premium Service Lines Provider plus the appropriate toll call rate (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AF. CUSTOMIZED NUMBER SERVICE

1. GENERAL

- 1.1. Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.
- 1.2. The Company will do its utmost to protect specific number assignments requested by the customer from changing. However, unavoidable circumstances may arise where the number assignment may need to be altered. In these instances, the Company reserves and retains the right:
 - a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Customized Number Service Charge will not be refunded to the customer.
 - b. To reject any request for specific telephone numbers for any reason, including but not limited to: relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.
 - c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in the Company's Tariffs.

2. CONDITIONS

- 2.1. The Customized Number Service charge applies whenever a customer:
 - a. Requests a number change from their present number to a Customized Telephone Number or requests a Customized Telephone Number on the initial order.
- 2.2. The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number service.

3. RATES

- 3.1. The appropriate Service Charges listed elsewhere in the Company's Tariffs apply for Customized Number Service in addition to the following non-recurring charges and monthly rates.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Each Customized Number requested		
(1) Business	\$10.00	\$2.00
(2) Residence	8.00	1.50

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE

1. GENERAL

- 1.1. Digital Channel Service provides a digital common line connection between the end user's premises and the local serving wire center. The digital transmission rate available is either DCS - 24 CHANNEL SYSTEM (1.544 Mbps) or DCS - 672 CHANNEL SYSTEM (44.736 Mbps). (Digital Channel Service connections may be made to another central office, owned by the Company, subject to D.3. following.)
- 1.2. Digital Channel Service will be used by the customer to aggregate the customer's telecommunication services onto a digital local loop. The services which can be combined include private line and switched services, intraexchange, intraLATA and interLATA services. A representative list of services which can use Digital Channel Service facility includes:
 - a. Exchange Dial Tone service, e.g., exchange lines/trunks.
 - b. Analog Transmission Services, e.g., Foreign Exchange Service, Private Line, Off-premise Extensions, Tie Lines, Intrastate WATS.
 - c. Digital Data Services (2.4, 4.8, 9.6, 56 or 64 Kbps)
 - d. DCS - 24 CHANNEL SYSTEM (1.544 Mbps) Services
 - e. DCS - 672 CHANNEL SYSTEM (44.736 Mbps) Services
- 1.3. Digital Channel Service is comprised of the following components:

Digital Channel Capacity
Service Activation

- a. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in 6. following.
- b. Digital Channel Service customers will order capacity in quantities of DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM facilities, (increments of 24 channels for a DCS - 24 CHANNEL SYSTEM facility or increments of 28 channels for a DCS - 672 CHANNEL SYSTEM facility). Customers will be offered a Term Payment Plan of 12, 36, 60 or 84 months.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

2. DIGITAL ARCHITECTURE

- 2.1. Digital Channel Service provides only the common line link between the End User and the local serving wire center. End-to-end private line and exchange services will utilize this digital link to the customer's premise, rather than the analog loop which might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.
- 2.2. 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.
- 2.3. 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 PBX trunks, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DCS - 24 CHANNEL SYSTEM 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 (DCS - 24 CHANNEL SYSTEM) or 44.746 Mbps (DCS - 672 CHANNEL SYSTEM) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM loop. Compatible digital to channelized conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

3. DEFINITIONS

- 3.1. Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on a customer's premises.
- 3.2. Digital Channel Capacity. A multifunctional DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM 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 DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM facilities.
- 3.3. DSO. The term DSO 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 transmission 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.
- 3.4. DCS - 24 CHANNEL SYSTEM. The term DCS - 24 CHANNEL SYSTEM 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. DCS - 24 CHANNEL SYSTEM facilities are normally provided on copper transmission medium.
- 3.5. DCS - 672 CHANNEL SYSTEM. The term DCS - 672 CHANNEL SYSTEM 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 Interface Reference Manual. DCS - 672 CHANNEL SYSTEM facilities are provided on fiber optic transmission medium.
- 3.6. Service Activation. A Service Activation is the connection between Digital Channel facility and the network service accessed.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

4. REGULATIONS

- 4.1. Digital Channel Service is furnished subject to the availability and type of digital equipment located in a central office building owned or leased by the Company. Service inquiries will be necessary to determine availability.
- 4.2. Special Construction Charges as specified in Tariff M.P.S.C. No. 1R may be applicable.
- 4.3. The 1.544 Interoffice Channel mileage as specified Tariff M.P.S.C. No. 25R will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local serving wire center. Either FX/FCO mileage or 1.544 Special Transport mileage applies when service resides in another central office. (D)
- 4.4. The customer may activate any number or combination of digital channels within the limitations as set forth in D.7. following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Channel Service. Once activated, a digital channel is subject to a minimum service period.
- 4.5. 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.
- 4.6. When individual digital channels are activated to provide the local loop link for services offered in other sections of the Company's Tariffs, the regulations, rates, and charges specified in this Section will apply.
- 4.7. 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 DS0 channels to be combined. This restructuring of the channels within the DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM 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.
- 4.8. Clear channel (B8ZS, ESF) is offered where available at the applicable rates in Tariff MPSC No. 25R.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

4. REGULATIONS (Continued)

4.9. 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 the service links can be cross-connected.

4.10. Channelization on a customer's premises will be provided by the customer.

4.11. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

a. Responsibilities of the Company:

- (1) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
- (2) 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.
- (3) 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.
- (4) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- (5) 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.
- (6) Digital synchronization timing for Digital Channel Service will be provided by the Company.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

4. REGULATIONS (Continued)

4.11 (Continued)

b. Responsibilities of the Customer:

- (1) 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.
- (2) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

c. Trouble resolutions:

The Company will assist the customer in resolving 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. Dispatches to customer premises caused by customer equipment troubles will result in a Travel Charge as specified in Tariff M.P.S.C. No. 1R.

- 4.12. The technical specifications and standard network interfaces for DCS - 24 CHANNEL SYSTEM, DCS - 672 CHANNEL SYSTEM, and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DCS - 24 CHANNEL SYSTEM service is available only with D4 channel bank equipment or compatible, equivalent equipment.
- 4.13. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DCS - 24 CHANNEL SYSTEM 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.
- 4.14. 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 automatically 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 the Company's Tariffs. 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.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

5. APPLICATION OF RATES

- 5.1. Two basic rate elements, Digital Channel Capacity and Service Activation, are applicable to each Digital Channel Service.
- 5.2. 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 12, 36, 60, or 84 month Term Payment Plan periods. See Sheet 185 for end of term options.
- 5.3. 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 DCS - 24 CHANNEL SYSTEM services, a DCS - 24 CHANNEL SYSTEM Service Activation charge is applicable.
- 5.4. Monthly rates and charges as specified in 6. following 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.
- 5.5. Rates and charges specified in other sections for services such as Custom Calling Services, DID Service etc., are in addition to the monthly rates for Digital Channel Service.
- 5.6. 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 section 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 for activities involving the non-Digital Channel Service portion of the customer end-to-end service.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

5. APPLICATION OF RATES (Continued)

- 5.7. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12 months, 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
- a. 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.
 - b. Service Activation charges are available on a month-to-month basis.
- 5.8. Should the customer discontinue service prior to the end of the Term Payment Plan, a Termination Liability Charge will apply as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. The Termination Liability Charge is subject to the following exemption:
- a. All Digital Channel Service Components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.
- 5.9. A Termination Liability Charge will be calculated as set forth in tariff M.P.S.C. No. 7R, GENERAL REGULATIONS.
- 5.10. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, 1.544 Interoffice Channel mileage as specified in Section 5 of Tariff M.P.S.C. No. 25R will apply. This charge will apply in addition to Digital Channel Service charges for each premises for which Digital Channel Service is provisioned.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

6. RATES AND CHARGES

6.1. Nonrecurring Charges

a. 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.

- (1) 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.
- (2) 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 Digital Channel Activations.
 - Activate/Deactivate Service Activations.
- (3) Installation of Digital Channel Service. 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.

In addition to these charges, the appropriate Service Ordering Charge as specified in Tariff M.P.S.C. No. 1R will apply.

(4) <u>Service Ordering Charges:</u>	<u>Nonrecurring Charge</u>
(a) Service Establishment Charge, per Digital Channel Service Order	\$300.00
(b) Service Change Charge, per Digital Channel Service Change Order	150.00
(c) Travel Charge, per visit	*

* Travel Charge as specified in Tariff M.P.S.C. No. 1R applies.

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

6. RATES AND CHARGES (Continued)

6.2. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

a. Per System

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>12 Months</u>		
1st DCS - 24 CHANNEL SYSTEM	\$ 200.00	250.00
Each Additional DCS – 24 CHANNEL SYSTEM	200.00	250.00
DCS - 672 CHANNEL SYSTEM	2,000.00	7,000.00
<u>36 Months</u>		
1st DCS - 24 CHANNEL SYSTEM	\$ 145.00	250.00
Each Additional DCS – 24 CHANNEL SYSTEM	145.00	250.00
DCS - 672 CHANNEL SYSTEM	2,000.00	7,000.00
<u>60 Months</u>		
1st DCS - 24 CHANNEL SYSTEM	\$ 115.00	250.00
Each Additional DCS – 24 CHANNEL SYSTEM	115.00	250.00
DCS - 672 CHANNEL SYSTEM	1,800.00	7,000.00
<u>84 Months</u>		
1st DCS - 24 CHANNEL SYSTEM	\$ 105.00	250.00
Each Additional DCS – 24 CHANNEL SYSTEM	105.00	250.00
DCS - 672 CHANNEL SYSTEM	1,700.00	7,000.00

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

AG. DIGITAL CHANNEL SERVICE (Continued)

6. RATES AND CHARGES (Continued)

6.3. Service Activations - Per Network Service

a. Analog Service

	<u>Monthly Rate</u>	
(1) Access Line/Trunk - Type I (3)	\$15.00	
(2) Access Line/Trunk - Type II (1), (3)	3.00	
(3) Customized Multi-line Telephone Service Line		
- Under 100 Lines	9.25	
- 100 Lines or More	9.00	
(4) Switched Data Line (2)	10.00	
(5) Foreign Exchange	12.00	
(6) Off-Premises Extension	12.00	
(7) Private Line	12.00	
(8) Tie Line	12.00	
(9) WATS*	12.00	(C)

b. Digital Data Service

(1) 2.4 Kbps	40.00
(2) 4.8 Kbps	40.00
(3) 9.6 Kbps	40.00
(4) 19.2 Kbps	40.00
(5) 56 Kbps	40.00
(6) 64 Kbps	40.00

c. DCS - 24 CHANNEL SYSTEM

1.544 Mbps	75.00
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1. Appropriate Local Message Unit Charges as specified in Tariff M.P.S.C. No. 1R apply to Type II Exchange Service and to completed calls originating from a Customized Multi-line Telephone Service system line.
2. Network Usage Charges as specified are applicable to Switched Data Service.
3. DID Service as specified in Tariff M.P.S.C. No. 2R is applicable for those Access Lines/Trunks used for DID Service.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AH. PRINTED DETAIL OF LOCAL MESSAGES

1. GENERAL

Itemized billing of local call detail for Message Unit charges can be provided to customers upon request where such details are available and facilities permit and will only be provided on a going forward basis.

2. RATES AND CHARGES

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
2.1. Monthly Itemized Billing, Per Account	*	\$1.75
2.2. Each Printed Page		.15

AI. NON-LISTED DIRECTORY SERVICE

1. GENERAL

1.1. Non-Listed Directory Service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator.

	<u>Monthly Rate</u>
a. Non-Listed Directory Service, each telephone number	\$3.00
b. Service Charges as indicated in Tariff M.P.S.C. No. 1R apply to the establishment of Non-Listed Directory Service	

* The Subsequent Service Ordering Charge as shown in Tariff M.P.S.C. No. 1R applies.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

1. GENERAL

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56 Kbps to 1.544 Mbps using Permanent Virtual Circuits (PVCs). Permanent Virtual Circuits (PVCs) are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined over a single access line, thereby providing a single access line the capability to transmit data to multiple destinations. This capability represents a significant advantage over traditional multipoint arrangements. In operation of Frame Relay Service, Customer Premises Equipment (CPE), such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a preestablished PVC.

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

Frame Relay Service conforms to Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI) standards set forth in technical publications listed herein under Reference to Technical Publications.

Frame Relay Service, as provided for herein, is offered for intrastate intraLATA use only.

The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of other Tariffs of the Company.

The rates and charges set forth for Frame Relay Service provide for the furnishing of service where suitable facilities are available.

Frame Relay Service is a transport service that facilitates the exchange of variable length information units known as frames between end user locations. Each frame is passed to the Frame Relay Network with an address that specifies its destination. Variable frame length capacity is used for transporting both LAN-to-LAN and terminal-to-host type traffic.

Frame Relay Service is provided to the customer in the form of the Frame Access Line, the Frame Relay Port and one or more Permanent Virtual Circuits. The Frame Relay Access Line forms the local access component to the customer's serving central office. The Frame Relay Port includes the electronic equipment necessary to interface the Access Line to the Frame Relay switch.

The Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

2. DEFINITIONS

Customer Designated Location (CDL) - The geographic location designated by the customer at which an access component of the customer's service is first considered to enter the Company's network.

Frame - A sequence of contiguous bits delimited by beginning and ending flag sequences.

Frame Relay Access Line - Frame Relay Access Lines provide access to the Frame Relay Service (FRS) Network.

Local Area Network (LAN) - A network permitting the interconnection and Intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

Logical Channel - A communications channel through the network that allows simultaneous transmission of sequenced data packets through the network.

Network Interface (NI) - The point at which a customer's data transmission first enters the network supporting Frame Relay Service is the Network Interface (NI). It is the point of interconnection between Company communications facilities and customer terminal equipment.

Permanent Virtual Circuit (PVC) - A logical circuit that defines a specific path for data sent by the customer to another customer location. Multiple PVCs may be provisioned on one Frame Relay Access Line. The actual throughput of aggregated PVCs can never exceed the speed of the access line.

Port - The physical entry points for Access Lines. Ports include the electronic equipment used in connecting these service elements to the FRS Network.

Protocol - A set of conditions for conducting interactions between two or more terminals, host or peripherals. These conditions consist of syntax (header structure), semantics (actions and reactions that are supposed to occur) and timing (relative ordering and duration of states and events).

Statistical Multiplexing - A multiplexing technique in which times lots are dynamically allocated on the basis of need rather than being predefined. The data is typically transmitted on a first come first served basis.

Virtual Circuit - A logical transmission channel established to a network address. The logical channel exists for a period of time until either end of the channel terminates the transmission.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

3. OBLIGATIONS OF THE CUSTOMER

The customer's Frame Relay compatible terminal equipment has the responsibility for error correction. Frame Relay Service (FRS) nodes may discard frames with errors and may discard frames when the network supporting FRS is in a state of congestion.

Where Frame Relay Service is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of the Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company's equipment or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the Frame Relay Service it offers and to assure that the service arrangement is in compliance with the regulations contained herein.

It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment that is used in conjunction with the Frame Relay Service. The CPE shall be in compliance with FCC rules and regulations.

The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the premises of the customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.

The customer shall be responsible for the payment of nonrecurring Repair Charges as found in Nonrecurring Charges herein for each repair visit to a premises of the customer or the premises of any other customer where the service difficulty or trouble results from the use of equipment or service components provided by the customer.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

4. OBLIGATIONS OF THE COMPANY

The responsibility of the Company shall be limited to furnishing network equipment suitable for Frame Relay Service and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.

The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting Frame Relay Service to the technological requirements of any specific customer equipment under the terms herein.

When a customer orders a Permanent Virtual Circuit (PVC) which is relayed to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, the Company will provide advisory assistance as a part of the establishment of this PVC.

The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of Frame Relay Service render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.

The Company undertakes the responsibility to maintain and repair the service which it furnishes. Network equipment installed by the Company on the customer's premises shall be and remain the property of the Company. The customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by the Company without prior written consent by the Company.

The Company, by written notice to the customer, may discontinue the furnishing of Frame Relay Service without incurring liability upon nonpayment of any sum due to the Company or a violation of any condition governing the furnishing of service. The Company has the service responsibility up to and including the network interface.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES

The minimum contract period for Frame Relay Service is one month based on a month-to-month payment arrangement. Optional Payment Plans (OPP) for 12 months, 36 months and 60 months are available. The customer must designate which payment option is desired at the time a firm order for service is placed.

A customer may access Frame Relay Service (FRS) via a Frame Relay Access Line or via Company-provided, digital, private line facilities. If a customer utilizes private line facilities or private line transport to access FRS, the associated regulations, rates and charges for such facilities shall apply in addition to the rates and charges associated with the FRS elements.

A customer utilizing private line facilities to access FRS would not incur a nonrecurring charge, or monthly rate for a Frame Relay Access Line, but would incur all other monthly rates and nonrecurring charges normally associated with the ordering, installation and provisioning of Frame Relay Service.

When a customer orders additional PVCs or changes PVC assignments on a given FRS port after the initial port installation, the Frame Relay PVC nonrecurring charge shall apply.

The PVC must be associated with at least one Frame Relay Port. A customer must subscribe to at least one Frame Relay Port Line. A Frame Relay Port can be associated with any number of PVCs. Since all PVCs need not be in use at the same time, it is possible for the total bandwidth of all PVCs associated with one Frame Relay Port to exceed the bandwidth of that Frame Access Line. Such a relationship is referred to as over-subscription and when this occurs, there can be no guarantee that the bandwidth defined for that PVC will be available at any point in time.

No PVC can have a committed information rate greater than 75% the of the associated Frame Relay Port.

A customer subscribing to a Frame Relay Port will be referred to as the Controller of the service. A Customer may request data transmission capability to another customer. Both customers must have a Frame Relay Port (FRP). The Controller of each FRP must have written permission from the Controller of each FRP to which a PVC is requested.

The Frame Relay Port and PVC may be ordered and billed independently. A request by one customer to discontinue PVC does not result in the disconnection of the Frame Access Line and Port. Only the Controller of a Frame Access Line and Port may authorize a disconnect of that service.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES

5.1. Optional Payment Plans

A customer may convert a new OPP period to the completion of a selected OPP, subject to the following conditions:

No credit toward the new payment period will be given for payments made under the original OPP arrangement.

Nonrecurring charges will not be reapplied for existing services.

If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges will apply.

At the expiration of an OPP, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.

Conversion to a different OPP or to a month-to-month option will require the customer to submit a change order, however, no nonrecurring charges will apply.

5.2. Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

One Year OPP - 50% of any remaining portion of the first year's recurring charges.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at their option, terminate to OPP arrangement without penalty or liability.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES (Continued)

5.3. Service Rearrangements

Service rearrangements are changes to existing (installed) services which do not result in a change in the physical location of the network interface. (Changes in the physical location of the network interface are treated as moves and are described and charged for as set forth herein).

a. Additions to Service

With the exception of Frame Relay Permanent Virtual Circuits (PVCs), when service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added.

When PVCs are added to an existing Frame Relay Service, the minimum period for the added PVCs is one month.

Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.

Nonrecurring charges for additional PVCs will be required if PVCs are not purchased with a Frame Relay Port at the time of the original service request.

Related monthly rates and nonrecurring charges for addition(s) to service are the rates and charges in effect at the time of the addition(s).

b. Upgrades in Speed or Capacity

Should the customer upgrade to a higher speed or greater capacity, discontinuance charges will not apply provided all the following conditions are met:

- Both the existing and new services are of the same service type; e.g., both Frame Relay Service;
- Both the existing and the new services are provided solely by the Company;
- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time;
- The new service will be provided at the same customer location as the discontinued service.

Should the order to upgrade exclude one or more of the conditions listed above under "Upgrades in Speed or Capacity", it will be treated as a discontinuance of the existing service and the establishment of a new service. All outstanding minimum period charges and discontinuance charges will apply.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES (Cont'd)

5.4. Administrative Changes

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes may include but are not limited to the following:

- Change of customer name, i.e., the customer or record does not change but rather the customer of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number), and
- Change of customer contact name or telephone number.

5.5. Rate Elements

Frame Relay with Port and Access

A nonrecurring charge and monthly rate, both based on the speed of the port connection (i.e., 56 Kbps, 128 Kbps, 256 Kbps 384 Kbps or 1.544 Mbps) apply per port for each physical connection to the network supporting Frame Relay Service. Each port includes one PVC, and can accommodate multiple PVCs.

Frame Relay with Port only

A nonrecurring charge and monthly rate, based on the speed of the port connection, and the number of PVCs assigned to the port, apply per port for each Frame Relay Access Line or digital Special Access Line connection to the network supporting Frame Relay Service. Each port includes one PVC, and can accommodate multiple PVCs. For Special Access Lines, refer to M.P.S.C. No. 25R, Facilities for Intrastate Access.

Frame Relay PVC (FR-PVC)

A nonrecurring charge and a monthly rate apply for each PVC added. The nonrecurring charge applies only for subsequent additions and deletions of PVCs. A nonrecurring charge applies for each subsequent order of PVC(s) to be added to PVC assignment(s) changed on an existing FRS.

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES (Continued)

5.6. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Frame Relay Service with Port and Access, each		
56 Kbps		
Month-to-Month	\$195.00	\$110.00
One Year	195.00	105.00
Three Years	195.00	95.00
Five Years	195.00	85.00
128 Kbps		
Month-to-Month	395.00	200.00
One Year	395.00	190.00
Three Years	395.00	175.00
Five Years	395.00	165.00
256 Kbps		
Month-to-Month	395.00	285.00
One Year	395.00	270.00
Three Years	395.00	255.00
Five Years	395.00	240.00
384 Kbps		
Month-to-Month	395.00	365.00
One Year	395.00	345.00
Three Years	395.00	335.00
Five Years	395.00	320.00
1.544 Mbps		
Month-to-Month	595.00	530.00
One Year	595.00	510.00
Three Years	595.00	490.00
Five Years	595.00	470.00

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

AJ. FRAME RELAY SERVICE* (Continued)

5. RATES AND CHARGES (Continued)

5.6. Rates (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
b. Frame Relay with Port only, each		
56 Kbps		
Month-to-Month	\$ 95.00	\$ 45.00
One Year	95.00	43.00
Three Years	95.00	41.00
Five Years	95.00	38.00
128 Kbps		
Month-to-Month	\$295.00	\$90.00
One Year	295.00	85.00
Three Years	295.00	80.00
Five Years	295.00	75.00
256 Kbps		
Month-to-Month	\$295.00	\$135.00
One Year	295.00	130.00
Three Years	295.00	120.00
Five Years	295.00	110.00
384 Kbps		
Month-to-Month	\$ 295.00	\$190.00
One Year	295.00	180.00
Three Years	295.00	170.00
Five Years	295.00	160.00
1.544 Mbps		
Month-to-Month	\$ 495.00	\$300.00
One Year	495.00	285.00
Three Years	495.00	265.00
Five Years	495.00	245.00
c. Frame Relay Permanent Virtual Circuit, each,		
Month-to-Month	20.00	8.00
One Year	20.00	7.00
Three Years	20.00	6.00
Five Years	20.00	5.00

* Service is limited to the existing services of existing Customers for the duration of their contracts.

TELEPHONE EXCHANGE SERVICE

SERVICES

- AK. DS1 CYBER SERVICE (T)
1. GENERAL
- 1.1. DS1 Cyber Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DS1 Cyber Service is available for data dialed access use. (T)
- 1.2. DS1 Cyber Service is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal. (T)
- 1.3. DS1 Cyber Service provides a trunkside DS1 connection with 24 channels. DS1 Cyber Service does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1. (T)
- 1.4. DS1 Cyber Service is comprised of a DS1 Cyber Service Capacity component: (T)
- a. The DS1 Cyber Service Capacity will be at the rates and charges as specified in 7. following. (T)
- b. DS1 Cyber Service customers will have to select capacity in increments of 24 digital channels. (T)
- 1.5. DS1 Cyber Service may be provided from a foreign exchange to the customer's local exchange at the customer's request. All rules and rates for Foreign Exchange Service in Section 4, Feature Group A (FGA) of Tariff M.P.S.C. No. 25R, are applicable. (T)
2. DIGITAL ARCHITECTURE
- 2.1. DS1 Cyber 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. (T)
- 2.2. The time required to provision service is known as the service date interval. The service date interval for DS1 Cyber Service and related network services connected to DS1 Cyber Service will differ from the normal guidelines applicable to end-to-end services. (T)
- 2.3. DS1 Cyber Service will be available on a digital basis at the network interface on a customer's premises. 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 superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AK. DS1 CYBER SERVICE (Continued) (T)

3. DEFINITIONS

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 or user's premises.

DS1 Cyber Service Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1 Cyber Service is available in increments of 24 digital channels. (T)

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 are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

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 data rate and provides for the two-way simultaneous transmission of isochronous timed 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.

4. REGULATIONS

4.1. DS1 Cyber 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. Clear Channel Capability (B8ZS) will be provided where available. (T)

4.2. DS1 Cyber 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. (T)

4.3. All DS1 Cyber Service must be channelized in a single equipment location on a customer's premises. DS1 Cyber Service cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices. (T)

4.4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual.

TELEPHONE EXCHANGE SERVICE

SERVICES

AK. DS1 CYBER SERVICE (Continued) (T)

5. APPLICATION OF RATES

5.1. The DS1 Cyber Service Capacity rate is applicable to each DS1 Cyber. (T)

5.2. The DS1 Cyber Service Capacity element provides for the network facility to the customer premises and the central office channelization. (T)

5.5. Unless specified herein, rules and regulations contained elsewhere in this Tariff are also applicable to DS1 Cyber Service. (T)
 (T)

5.4. Customers under a Term/Volume Plan (TVP), may increase the number of DS1 Cyber Service during the term period. In the event customers under a TVP make subsequent DS1 Cyber Service increases or decreases that cause the total number of DS1 Cyber Service to fall within a different threshold level, all remaining DS1 Cyber Service will be billed at the applicable level rate for the remainder of the term period. TVP customers may not change a month-to-month or term commitment offering and must maintain the minimum threshold of six (6) DS1 Cyber Service for the term period to avoid incurring termination liability charges. Customers on a term commitment plan may convert to a TVP without incurring termination liability charges provided the new TVP length is equal to or greater than the existing term commitment plan and the customer has less than 12 months remaining on their existing term commitment plan. (T)
 (T)
 (T)
 (T)

5.5 DS1 Cyber Service Credit (T)

For each increment of 24 digital channels, a credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to 22 of the 24 channels.

6. TERMINATION LIABILITY

See Termination Liability in General Regulations, M.P.S.C. No. 7R.

7. RATES AND CHARGES

Threshold Level:	6-10 Units	11-20 Units	21+ Units	(T)
	Monthly Rate	Monthly Rate	Monthly Rate	
DS1 Cyber Service Month-to-Month	\$750.00	\$750.00	\$750.00	\$750.00
1 Year Term Commitment	725.00	675.00	600.00	500.00
2 Year Term Commitment	675.00	625.00	550.00	450.00
3 Year Term Commitment	600.00	550.00	450.00	375.00

** A \$500.00 Nonrecurring Charge is applicable to all DS1 Cyber Service TVPs. (T)

TELEPHONE EXCHANGE SERVICE

SERVICES

AL. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. GENERAL

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

2. CONDITIONS

- 2.1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- 2.2. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- 2.3. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 2.4. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- 2.5. National Directory Assistance calls made from hospitals that equip patient rooms for telephone service, or from hotels/motels that equip guest rooms for telephone service will be charged \$1.50 per call for National Directory Assistance service.
- 2.6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

3. RATES

For each call to the National Directory Assistance/ Customer Name and Address Service	\$1.50
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Issued: August 17, 2010

Effective: August 18, 2010

By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

AM. BUSINESS TRAFFIC STUDY SERVICE

1. GENERAL

Business Traffic Study Service provides business customers with a performance report of call capacity of originating and terminating traffic on access lines to determine how many calls terminate successfully and the number of calls that reach a station busy condition. The Company provides these reports along with a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables and the recommendation is a close estimate and can not be guaranteed.

2. REGULATIONS

- 2.1. Business Traffic Study Service is available only to business customers.
- 2.2. Calls must be carried by Frontier North Inc. and billed by or on behalf of Frontier North Inc. to the customer requesting the study. (T)
- 2.3. Traffic studies are performed on Frontier access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- 2.4. Traffic Studies are performed at customer's request, per report request by study number.
- 2.5. Traffic study reports are provided on a weekly, bi-weekly or monthly basis. Monthly Rate is determined by number of studies provided within a 4-week billing cycle.
- 2.6. A one-week traffic study may be performed, per report request by study number, at no charge in each calendar year. Any additional traffic studies requested during the calendar year will be billed at the Rates and Charges shown in Paragraph 4, following.
- 2.7. Traffic study report features may vary by Central Office switching system type.

TELEPHONE EXCHANGE SERVICE

SERVICES

AM. BUSINESS TRAFFIC STUDY SERVICE (Continued)

3. APPLICATION OF RATES AND CHARGES

- 3.1. Appropriate Business Service Charges set forth in Tariff M.P.S.C. No. 1R apply to the installation of this service.
- 3.2. For the setup of each additional Traffic Study Report, per report request by study number, the Service Ordering Charge applies in addition to the Monthly Rate.

4. RATES AND CHARGES

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>
Traffic Study Reports:		
First One-week Study Report (Per Calendar Year)	No Charge	No Charge
Set-Up for Additional Reporting	\$120.00	--
Weekly Reporting (4 reports per month)	--	\$80.00
Bi-Weekly Reporting (2 reports per month)	--	60.00
Monthly Reporting (1 report per month)	--	40.00

TELEPHONE EXCHANGE SERVICE

SERVICES

AN. FRONTIER LOCAL CALLING PLAN/ FRONTIER LOCAL CALLING PLAN PLUS*

(C)

1. GENERAL

Frontier Local Calling Plan and Frontier Local Calling Plan Plus offer a combination of Custom Calling and CLASS features available to Residential Customers and includes unlimited calling via Basic Residential Exchange Service (found in M.P.S.C. No. 1R.)

Frontier Local Calling Plan and Frontier Local Calling Plan Plus are not offered in conjunction with:

- any other packaged or bundled offering on the same line
- measured line service
- employee concession service
- ISDN
- LCP (Local Calling Plan)

The predefined list of features as noted as available for the packages cannot be changed.

2. FEATURES

Customers who subscribe to Frontier Local Calling Plan may choose up to three of the following features:

Call Waiting / Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Automatic Busy Redial	Do Not Disturb
*69	Select Call Forwarding
Speed Dialing 8	Caller ID
Speed Dialing 30	Priority Call

The Frontier Local Calling Plan also includes unlimited directory assistance (DA) calls at no additional charge.

Customers who subscribe to Frontier Local Calling Plan Plus may choose four or more of the following features:

Call Waiting / Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Automatic Busy Redial	Do Not Disturb
*69	Select Call Forwarding
Speed Dialing 8	Caller ID
Speed Dialing 30	Priority Call

The Frontier Local Calling Plan Plus also includes unlimited DA calls at no additional charge.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AN. FRONTIER LOCAL CALLING PLAN/ FRONTIER LOCAL CALLING PLAN PLUS* (Continued)

3. RATES AND CHARGES

	Monthly Rate <u>Residential</u>	
Frontier Local Calling Plan	\$ 42.24	(I)
Frontier Local Calling Plan Plus	45.24	(I)

Service Ordering and Line Connection Charges, located in Tariff M.P.S.C. No. 1R, are not applicable to customers ordering Frontier Local Calling Plan or Frontier Local Calling Plan Plus. Features within Frontier Local Calling Plan and Frontier Local Calling Plan Plus cannot be substituted for other features.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

AO. FRONTIER REGIONAL CALLING PLAN**

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:
Unlimited minutes of anytime usage per month

Waiver of Service Charges for following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services:

Call Waiting/ Cancel Call Waiting
Caller ID
Speed Dialing 8
Speed Dialing 30
Three Way Calling

3. CONDITIONS

Frontier Regional Calling Plan is only available on flat-rated one-party single-line residential service.

Frontier Regional Calling Plan is not available with:

- any other packaged or bundled offering on the same line
- employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$55.24

(1)

** This service is currently grandfathered and is only available to existing customers at their existing locations.

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Effective: June 1, 2023

By: Leslie Zink, Compliance Manager
21 West Avenue, Spencerport, NY 1459 Leslie.Zink@ftr.com

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TELEPHONE EXCHANGE SERVICE

SERVICES

AP. REGIONAL CALLING EXTRA**

1. GENERAL

This offering is a combination of services available as a package to residential customers only. Services include those included in Frontier Local Calling Plan Plus additional services.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Unlimited Local Directory Assistance

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services

Anonymous Call Block	Three Way Calling
Automatic Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Priority Call
Call Forwarding	Select Call Forwarding
Caller ID	Speed Dialing 8
Call Waiting/ Cancel Call Waiting	Speed Dialing 30

3. CONDITIONS

Regional Calling Extra is only available on flat-rated one-party single-line residential service.

Regional Calling Extra is not available with:

- any other packaged or bundled offering on the same line
- employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$56.24

(1)

** This service is currently grandfathered and is only available to existing customers at their existing locations.

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By: Leslie Zink, Compliance Manager
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TELEPHONE EXCHANGE SERVICE

SERVICES

AQ. REGIONAL CALLING VALUE*

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

3. CONDITIONS

Regional Calling Value is only available on flat-rated one-party single-line residential service

Regional Calling Value is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate¹

\$35.29

(l)

¹ To be implemented on a full bill period basis on or after November 1, 2009.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

TELEPHONE EXCHANGE SERVICE

SERVICES

AR. REGIONAL ESSENTIALS*

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services

Call Waiting / Cancel Call Waiting
Caller ID

Feature Package that includes Call Forwarding and Three-Way Calling when the customer also subscribes to a qualifying unlimited long distance calling plan.

3. CONDITIONS

Regional Essentials is only available on flat-rated one-party single-line residential service
Regional Essentials is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$42.29

(1)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

TELEPHONE EXCHANGE SERVICE

SERVICES

AS. RESERVED FOR FUTURE USE

(D)

(D)

TELEPHONE EXCHANGE SERVICE

SERVICES

AT. REGIONAL CALLING VALUE PRICE GUARANTEE*

Qualified residential customers who (i) establish new dial tone service and agree to subscribe to Regional Calling Value bundled with an unlimited long distance calling plan, or existing customers who contact Frontier to disconnect their telephone service and agree to retain their service based on this offer and (ii) reside in a area not eligible for Frontier Online Broadband will be eligible to receive Regional Calling Value for a monthly rate of \$22.04.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

The monthly rate is guaranteed for as long as the customer remains at the same service address.

Discontinuance of any one of the services listed above will result in immediate termination of this offer.

This offer is not eligible for Vacation Service.

Each product must be billed by Frontier North Inc.

This promotional offer may not be combined with any other promotional offers except as authorized by Frontier, and is limited to one offer per customer.

AU. FRONTIER COMMERCIAL VOICE UNLIMITED

New Frontier business customers that sign up for Frontier commercial Voice Unlimited between 9/20/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

AV. DIGITAL PHONE

Beginning July 30, 2018 through October 19, 2018, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.

(N)
|
(N)

* This service is currently grandfathered and is only available to existing customers at their existing locations.

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By: Jack D. Phillips, Director – Government and External Affairs
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TELEPHONE EXCHANGE SERVICE

SERVICES

AW. REGIONAL ESSENTIALS FEATURE PACK*

(C)

A Frontier Local Calling Plan Plus customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

Call Forwarding and Three-Way Calling

The Feature Package will automatically be provided to customers newly subscribing to Frontier Local Calling Plan Plus. The Feature Package will be provided to existing Frontier Local Calling Plan Plus customers upon customer request.

If the customer removes Frontier Local Calling Plan Plus or the qualifying unlimited long distance calling plan associated with Frontier Local Calling Plan Plus, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the feature package, the entire feature package will be removed.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Frontier North Inc.

AX. Frontier Digital Phone

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

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

RESERVED FOR FUTURE USE

(T)

(D)

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TELEPHONE EXCHANGE SERVICE

SERVICES

BA. UNLIMITED LOCAL USAGE FOR BUSINESS and UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS* (C)

1. GENERAL

The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional, month-to-month calling plans available to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service. The plans provide unlimited local or local and intraMSA toll voice usage for a flat monthly rate within the customer's home exchange, Extended Area Service exchanges, and intraMSA exchanges, where facilities permit.

2. CONDITIONS

- 2.1 Monthly rates for Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business apply per line in addition to B1, Customized Multi-line Telephone Service or Custom Line Telephone Service monthly line rates.
- 2.2 Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business are only available to business customers who subscribe to Frontier North Inc. as their carrier for all local and intraMSA toll calls.
- 2.3 Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business are available to business customers who subscribe to 25 or fewer Frontier North Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.
- 2.4 Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are not available with the following services:
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground start lines or trunks
- 2.5 Unlimited Local Usage and Toll Usage for Business are not available in combination with other optional calling plans or virtual private network services.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BA. UNLIMITED LOCAL USAGE FOR BUSINESS and UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS* (Continued) (C)

2. CONDITIONS (Continued)

2.6 Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business do not apply to the following calls or services:

- Operator Handled Calls
- Calling Card Calls
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification/Interrupt Services
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

2.7 These services may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. The services may also not be used for autodialing. Frontier North Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses the service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. Details on calls made will not be available for these services.

2.8 Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business are available on a Month-to-Month basis or on a One-Year Term commitment. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BA. UNLIMITED LOCAL USAGE FOR BUSINESS and UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS* (Continued) (C)

2. CONDITIONS (Continued)

- 2.9 In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- a. 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;
- b. 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
- c. Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

3. FEATURE PACKAGES

- 3.1 Feature Package One is available for the customer with Unlimited Local and Toll Usage for Business on a B1 line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting and/or Three-Way Calling. The customer may choose any single feature, a combination of any two features, or all three features for the same rate.
- 3.2 Feature Package Two is available for the customer with Unlimited Local and Toll Usage on a B1 line, Custom Line Telephone Service line or Customized Multi-line Telephone Service. Feature Package Two includes Caller ID and/or Voice Mail. The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, the customer may choose to have Call Waiting ID at the same rate.
- 3.3 Feature Package Three is available for the customer with Unlimited Local and Toll Usage on a B1 line, Custom Line Telephone Service line or Customized Multi-line Telephone Service line. Feature Package Three includes Caller ID and/or One Point Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, Call Waiting ID will be offered for the same rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BA. UNLIMITED LOCAL USAGE FOR BUSINESS and UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued) (C)

4. RATES

	<u>Monthly Rate</u>
.4.1 Unlimited Local Usage for Business ^{1,2}	
a. Month-to-Month	\$ 10.00
b. One-Year Term	6.00
.4.2 Unlimited Local and Toll Usage for Business ^{1,2}	
a. Month-to-Month	14.00
b. One-Year Term	10.00
.4.3 Unlimited Local and Toll Usage for Business Feature Packages ^{3,4}	
a. Feature Package One	9.00
b. Feature Package Two	15.00
c. Feature Package Three	18.00

¹ Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business do not include a B1, Customized Multi-line Telephone Service or Custom Line Telephone Service line. Monthly rates for Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

² Nonrecurring charges, as set forth in tariff MPSC 1R, are not applicable for customers ordering Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business on an existing B1, Customized Multi-line Telephone Service or Custom Line Telephone Service.

³ Monthly rates for Feature Packages apply in addition to the monthly rate for Month-to-Month or One-Year Term Unlimited Local and Toll Usage for Business.

⁴ Nonrecurring charges as set forth in tariff MPSC 1R are not applicable when ordering Feature Packages on existing B1, Customized Multi-line Telephone Service, or Custom Line Telephone Service lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in as set forth in this tariff does not apply when added to a Customized Multi-line Telephone Service line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (C)

1. GENERAL

Unlimited DTL and Unlimited Flexible Telephone System Basic Packages are optional business flat-rated usage packages with a network access line, calling features and voice mail services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

1.1 The following two (2) options are available:

a. Unlimited DTL Basic Package includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

(1) Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

(b) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five(1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (Continued) (C)

1. GENERAL (Continued)

1.1 The following two (2) options are available: (Continued)

b. Unlimited Flexible Telephone System Basic Package includes the following:

- One (1) Flexible Telephone System Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and voice mail service

(1) Unlimited Flexible Telephone System Expansion Lines

At least one (1) Flexible Telephone System Expansion Line is required with each Unlimited Flexible Telephone System Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

Flexible Telephone System Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and voice mail service.

(b) Expansion Lines without unlimited calling

Flexible Telephone System Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and voice mail service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (Continued) (C)

2. REGULATIONS

- 2.1 Unlimited DTL and Flexible Telephone System Basic Packages are available only where facilities and conditions permit.
- 2.2 Unlimited DTL and Flexible Telephone System Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 2.3 Unlimited DTL and Flexible Telephone System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Frontier Long Distance and High Speed Internet. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Frontier Long Distance.
- 2.4 Unlimited DTL and Flexible Telephone System Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
- 2.5 Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Calling per customer location or up to 24 Expansion Lines without Unlimited Calling per customer location.
- 2.6 Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location either with this plan or any other unlimited local and/or toll product offered by Frontier.
- 2.7 Unlimited DTL and Flexible Telephone System Basic Packages are not available with the following services:
 - ISDN Service
 - Remote Call Forwarding Service
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Company Rewards - Maximum Value Plan (MVP)
 - Customer Specific Pricing (CSP)
 - Maximum Value Plan (MVP)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (Continued) (C)

2. REGULATIONS (Continued)

2.8 Unlimited DTL and Flexible Telephone System Basic Packages are not available in combination with other optional calling plans or virtual private network services.

2.9 Unlimited DTL and Flexible Telephone System Basic Packages do not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather - Repeat Calls, Return Calls (per activation)
- 555,700, 900, 976 Service - Person-to-Person
- Third Number Billed - Busy Line Verification
- Mass Announcement Services - All other Operator Handled Calls
- Directory Assistance - Three-Way Calling (per activation)
- Directory Assistance Calls/Directory Assistance Call Completion
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- Three-Way calling (per activation)

2.10 Unlimited DTL and Flexible Telephone System Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

2.11 Details on calls made will not be available for this service.

2.12 Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or Flexible Telephone System Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (Continued) (C)

3. TERMINATION LIABILITY

Unlimited DTL and Unlimited Flexible Telephone System Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited Flexible Telephone System Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BB. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES* (Continued) (C)

4. RATES AND CHARGES

		<u>Monthly Rate</u>
a.	<u>Unlimited DTL Basic Packages</u> ¹	1-Year Term: \$ 48.00
		3-Year Term 38.00
	Expansion Line with Unlimited Calling, per line ²	35.00
	Expansion Line without Unlimited Calling, per line ^{2,3}	30.00
b.	<u>Unlimited Flexible Telephone System Basic Packages</u> ¹	1-Year Term: 48.00
		3-Year Term 38.00
	Expansion Line with Unlimited Calling, per line ²	35.00
	Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Flexible Telephone System Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Monthly Usage Rates apply in addition to the month rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BC. SINGLE LINE BUSINESS PACK*

(C)

3. General

- 1.1 Single Line Business Pack is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business Pack includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Frontier Broadband Service (Frontier High-Speed Internet service.)

4. Regulations

- 2.1 Single Line Business Pack is available only where facilities and conditions permit.
- a. Single Line Business Pack is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
- 2.2 Single Line Business Pack is available only on a one-year or three-year term agreement.
- 2.3. Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and Frontier High-Speed Internet service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BC. SINGLE LINE BUSINESS PACK* (Continued)

(C)

2. Regulations (Continued)

- 2.4 Single Line Business Pack is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
- 2.5 Customers may only have one Single Line Business Pack per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Frontier. Customers may not combine this package with the Unlimited Dialtone and Flexible Telephone System Packages.
- 2.6 Single Line Business Pack is not available with the following services:
- Customized Multi-line Telephone Service
 - Custom Line Telephone Service
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
- 2.7 Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BC. SINGLE LINE BUSINESS PACK* (Continued)

(C)

3. Regulations (Continued)

2.8 Single Line Business Pack does not apply to the following calls or services:

- Operator Handled Calls
- Calling Card - Emergency Interrupt
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification and Emergency Interrupt
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

2.9 Single Line Business Pack may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

2.10 Customers may not subscribe to both the Single Line Business PAK and Unlimited DTL and Unlimited Flexible Telephone System Basic Packages on the same account.

2.11 Details on calls made will not be available for this service.

2.12 Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business Pack.

2.13 Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BC. SINGLE LINE BUSINESS PACK* (Continued)

(C)

3. Termination Liability

Single Line Business Pack is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75

3-year term agreement

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply 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 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
- 3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

BC. SINGLE LINE BUSINESS PACK* (Continued)

(C)

4. Rates and Charges

	<u>Monthly Rate</u>	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business Pack	\$51.99	\$46.99
Frontier Broadband Credit	\$11.00	\$0.00

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE

1. General

Basic Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Custom Redirect Service offers options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

2. Feature Definitions

2.1. Standard Features

a. Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

b. Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

2. Feature Definitions (Continued)

2.1. Standard Features (Continued)

c. Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

d. Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

e. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

2. Feature Definitions (Continued)

2.2. Optional Features

a. Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

b. Percentage Redirection

Redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

c. Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

2. Feature Definitions (Continued)

2.2. Optional Features (Continued)

d. SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

e. Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

f. Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Applications.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

g. Alternate Central Office Triggering

The ability to place triggers in central office switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customers Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume. A trigger is associated with a specific customer NPA-NNX.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

3. Regulations

- 3.1. Custom Redirect Service is available where Company facilities permit.
- 3.2. Custom Redirect Service may be provisioned with group sizes as small as one.
- 3.3. Tariff rates will not apply to numbers requiring excessive translations work. The current environment requiring excessive translations work is Direct Inward Dialing (DID) customers served by 5ESS® switches. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
- 3.4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
- 3.5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number if it results in circular forwarding.
- 3.6. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- 3.7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
- 3.8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
- 3.9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

3. Regulations (Continued)

3.10. Minimum Period

When the service is originally ordered, a twelve-month minimum period will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

3.11. 5 Year Contract

Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the standard Termination Liability, found in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS.

3.12. Flexible Pricing

- a. Custom Redirect Service rates and charges may be reduced selectively and in varying amounts, as long as the rates and charges cover their relevant incremental costs.
- b. Custom Redirect Service rates and charges may be increased selectively and in varying amounts not to exceed 25 percent per year.
- c. The Company reserves the right to change the rates and charges, as described in (1) and (2) preceding, at any time upon 30 days' notice to the Department of Public Utility Control by providing a revised Rate Schedule. The rates and charges for this service are shown in the Rate Schedule and are on file with the Department of Public Utility Control.
- d. Changes in Custom Redirect Service rates and charges will be effective coincident with the subscriber's bill date following the effective date of the change.
- e. Rates and charges will not be changed unless they have been in effect for at least 30 days.
- f. Appropriate customer notification of rate and/or charge changes will be made.

- 3.13 Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit.

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges

4.1 Application of Rates

a. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

b. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

c. Group Charges (Average Monthly Group Volume Charge)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume.

d. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a equipped number will result in a nonrecurring charge for each equipped number impacted.

e. Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles. A service order will be generated after the initialization takes place and a Service Charge may also apply.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.1. Application of Rates (Continued)

f. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

g. Redirecting Telephone Numbers

A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

h. Optional Feature Charges

Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Number Identification Redirection

A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.1. Application of Rates (Continued)

h. Optional Feature Charges (Continued)

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NXX trigger in each Central Office Switch in which a trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

i. Special CRS Transactions

Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A non-recurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.2 Rate Schedule

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Service Establishment Charge Per Service order or per Account		\$ 500.00
b. Equipped Numbers (per line)		
1 – 50	\$ 2.50	2.35
51 – 100	2.35	2.35
101 – 500	2.00	2.35
501 – 1000	1.50	2.35
over – 1000	1.10	2.35
c. Equipped Numbers w/5-yr. Contract (min. 500 lines)	1.10	2.35
d. Average Monthly Group Volume (Queries/Month/Group)		
Up to 1,000	25.00	50.00
Up to 10,000	80.00	50.00
Up to 25,000	150.00	50.00
Up to 50,000	280.00	50.00
Up to 75,000	425.00	50.00
Up to 100,000	550.00	50.00
Up to 250,000	1,300.00	50.00
Up to 500,000	2,500.00	50.00

TELEPHONE EXCHANGE SERVICE

SERVICES

C. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.2 Rate Schedule (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
e. Password Initialization, Per Occasion	-	\$50.00
f. Rearrangement/Change, Per Occasion	-	250.00
g. Rearrangement/Change, Per Number	-	2.35
h. Time-of-Day, Day-of-Week Redirection	\$25.00	100.00
i. Percentage Redirecting	25.00	100.00
j. Number Identification Redirecting (Includes first 100)	50.00	500.00
k. Per 100 Numbers after Initial 100	10.00	100.00
l. Redirecting Telephone Number – Per Number	1.00	5.00
m. Additional Option – Per Option Over Three	25.00	200.00
n. SuperGroups, Per SuperGroup	1.00	50.00
o. Single Number Destination, Per Group	10.00	50.00
p. Custom Application	25.00	200.00
q. Alternate Central Office Trigger, Per trigger per switch	1.00	500.00
r. Special CRS Transaction	Per Entity Inquiry	

TELEPHONE EXCHANGE SERVICE

SERVICES

D. 211 DIALING SERVICE

1. General

211 Dialing Service ("211") utilizes a three digit local dialing arrangement to permit voice access to designated community information and referral services. The 211 code was assigned for this purpose pursuant to Order 00-356, issued by the Federal Communications Commission (FCC) in CC Docket 92-105.

211 is a custom call routing/transport application. It provides the calling party an easy to remember three digit dialing code with call delivery to established 211 service providers. Calls placed using 211 are automatically routed to the 211 provider's terminating telephone number. 211 utilizes various forms of call routing depending on the 211 provider's service requirements as well as Company's serving network facilities. Routing types include but are not limited to NPA, central office switch, NPA-NXX, and 9 digit zipcode where facilities permit. The physical boundaries of the available routing methods may or may not coincide with the boundary of the service area requested by the 211 provider, for example, a specific county.

2. Availability of Service

This service is available to telephone customers that have landline service served by Company's central office switched dial tone. This includes Company's landline customers as well as those served by landlines resold by Company.

Company will provide the 211 service to 211 providers who have been approved by the Michigan Public Service Commission.

The FCC will reexamine deployment of the 211 service five years after the effective date of the original order. At that time, the FCC will decide to continue the service, alter the service for another use, or remove the requirement for the service. If the FCC recalls 211, provider will return the code within 6 months of receiving written notice from the Company. The Company will work with all 211 providers affected by such recall to transfer their service arrangements to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 provider 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 211 provider will be charged the appropriate tariff rates for the establishment of the new access arrangement.

3. Limitations on Liability

In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions, and limitations as set forth in the Telephone Company's filed Tariffs.

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

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Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

D. 211 DIALING SERVICE (Continued)

3. Limitations on Liability (Continued)

If requested by the Company, the 211 provider shall assist the Company in responding to complaints made to the Company concerning the 211 provider's service.

The Company assumes no liability for any issue arising from the fact that, in some 211 Dialing Service applications, physical call routing boundaries may not match exactly with the boundary of the 211 subscriber's requested service area, for example county boundaries. Company shall not be liable for any claims that the calling party's access to 211 is to another county or area 211 provider instead of the calling parties' county or area. Company shall not be liable for any claims arising over the content of the 211 Dialing Service.

4. Rates and Charges

4.1. Nonrecurring Charges

The nonrecurring rates below apply only to a basic switch based 211 Dialing Service with no enhanced functionality and/or no toll transport charges. These rates assume:

Call Routing by NPA or NPA/NXX

Service areas involving political / municipal boundaries (i.e. county) may not match the NPA or NPA/NXX boundaries

No 9 digit zipcode routing

No time-of-day or day-of-week routing

No statistical or report capability

Calling party will be responsible for any local usage charges that apply

4.2. All calling from Frontier landline switches in the service area is a local call to the 211 provider terminating number. If any of this calling is toll in nature, the 211 provider must provide a toll free terminating number in order to qualify for these tariffed rates.

	<u>Nonrecurring Charge</u>
Basic set-up charge for each customer application*	\$516.00
Switch translation charge (per host switch translated-remotes are excluded)	\$117.00

4.3. Applications that require provisioning by AIN (Advanced Intelligent Network), enhanced functionality and/or recovery of toll transport charges will require a per entity inquiry design and rating.

* If a 211 provider petition is approved for multiphase deployment, the 211 provider has one calendar year (from the provisioning of the first phase) to complete the remaining phases without being charged for a subsequent set-up charge for each additional phase.

TELEPHONE EXCHANGE SERVICE

SERVICES

E. 811 DIALING SERVICE

1. General

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call delivery to established 811 subscribers. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the relevant 811 subscriber that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This tariff covers calls originating on lines terminating in a Frontier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls). If the customer requires a change to the terminating numbers, additional charges may apply. 811 does not provide Caller ID information on a real-time basis.

2. Conditions

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Frontier with this number in advance so that Frontier may properly translate its central office switches. If charges are required to re-route the call to the terminating number, they will be cared for by the use of a customer-provided toll-free number. The customer is responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Frontier's network.

The rates and terms of this tariff are premised on the customer's commitments, unique network design requirements, and the customer's service mix, usage patterns and concentration, and other characteristics. Frontier's offering of 811 to the customer also is conditioned on the customer's representation that it has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Frontier, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The 811 service period is five (5) years. At the end of the service period, 811 will continue on a month-to-month basis.

The 811 service establishment rate is based on the current number of switches in Frontier's network utilized to provide 811 service. The Company reserves the right to file tariffs at a later date if network rearrangements made by the Company or at customer request require Frontier to incur additional costs.

The Company reserves the right to discontinue the service, with notice, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Frontier's personnel, facilities or services.

811 is not available for resale.

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Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

E. 811 DIALING SERVICE (Continued)

3. Limitations on Liability

The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed 1/1824th of the 811 Nonrecurring Charge (the number of days in the five year service period), multiplied by each day during which the Service Problem giving rise to liability continues (the Pro Rata Amount).. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

4. Rates and Charges

	Nonrecurring Charge
Establishment of 811 Dialing Service	\$15,210.00

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By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

F. FRONTIER DIGITAL PHONE ESSENTIALS 3 – 2010*

1. GENERAL

The Frontier Digital Phone Essentials 3 - 2010 is a package offering available to residential customers and includes one residential flat rate access line and the customer's choice of the features and service listed below under Basic Bundle. The Unlimited Feature Pack can be purchased in addition to the bundle at the rate listed in the Rates and Charges section.

a. **Basic Bundle**

Flat Rate Access Line	Three-way Calling
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone
Caller ID Name and Number	

b. **Unlimited Feature Pack**

Features will be available to the Frontier Digital Phone Essentials 3 bundle at a special price listed in the rates and charges section. The following features are available:

	Distinctive Ring
Automatic Busy Redial	Call Block
Priority Call	Select Call Forwarding
Speed Call 8	Last Number/Save Number Redial
Call Forward Busy Line/Don't Answer	Caller ID
Anonymous Call Block	Call Forwarding Busy Fixed
Call Trace	Call Waiting
Call Forwarding	Special Call Waiting
Call Forwarding No Answer - Fixed	Speed Calling 30

(D)

2. REGULATIONS

1. The Frontier Digital Phone Essentials 3 - 2010 is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. Frontier Digital Phone Essentials 3 is a residential service offering only.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

*This service is limited to existing customers at existing locations.

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By: Jack Phillips, Director - Government and External Affairs
 14450 Burnhaven Dr, Burnsville MN Jack.Phillips@ftr.com

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UNREGULATED SERVICES

SERVICES

F. FRONTIER DIGITAL PHONE ESSENTIALS 3 - 2010* (Continued)

2. REGULATIONS

- 8. The bundles are offered on a month to month basis.
- 9. The bundle will appear as a single line item on the bill.

3. RATES AND CHARGES

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 3 -2010 Package	\$23.99	(I)
Unlimited Feature Pack	\$6.49	

*This service is limited to existing customers at existing locations.

UNREGULATED SERVICES

SERVICES

G. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3*

1. GENERAL

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

a. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Touch Tone	Automatic Busy Redial
Caller ID Name and Number	Call Waiting ID
Call Forwarding	
Speed Call 8	

2. REGULATIONS

1. The Frontier Digital State Unlimited with Essentials 3 is available to residential customers where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The following features are available at the rate specified below.
 - Speed Calling 30
 - Anonymous Call Acceptance
 - Call Trace
 - Three-Way Calling
 - Last Number/Save Number Redial

3. RATES AND CHARGES

Frontier Digital State Unlimited with Essentials 3	\$25.99	(l)
One Feature	6.49	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	

*This service is limited to existing customers at existing locations.

UNREGULATED SERVICES

SERVICES

H. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 – 2010*

1. GENERAL

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 - 2010 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

a. **Basic Bundle**

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return

(D)

b. **Enhanced Feature Pack**

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

Speed Calling 30	Selective Call Rejection
Call Forwarding Busy/No Answer (Fixed)	Selective Call Acceptance
Call Forwarding Busy Line (Fixed)	
Three-Way Calling	

2. REGULATIONS

1. The Frontier Digital Phone Nationwide Unlimited With Essential 3 - 2010 Service is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

H. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 – 2010* (Continued)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Nationwide Unlimited with Essentials 3 -2010	\$31.99	(l)
Enhanced Feature Pack	\$6.49	

*This service is limited to existing customers at existing locations.

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By: Leslie Zink, Compliance Manager
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UNREGULATED SERVICES

SERVICES

I. STAY CONNECTED SEASONAL SERVICE*

(C)

1. GENERAL

Stay Connected Seasonal Service allows the customer to suspend the Frontier Digital Phone Essentials 3 -2010, Frontier Digital State Unlimited with Essentials 3 Frontier Digital Phone Nationwide Unlimited with Essentials 3 – 2010, Frontier Digital Phone Essentials (leader and Challenger), Frontier Digital Phone Unlimited (Leader), Frontier Digital Phone Unlimited (Challenger), Frontier Digital Phone Unlimited Plus (Leader), or Frontier Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

2. REGULATIONS

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The monthly rate includes the Federal Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Stay Connected Seasonal Service is a residential service offering only.
9. All other surcharges and taxes will apply.
10. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

3. RATES AND CHARGES

	<u>Monthly Rate</u>
Stay Connected Seasonal Service Rate	\$9.99

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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TELEPHONE EXCHANGE SERVICE

SERVICES

J. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II** (T)

1. GENERAL

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

a. Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Busy Line/Don't Answer
Unlimited Extended Area Service

Caller ID Name and Number
Six features from the feature package listed below

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30	Caller ID Blocking
Distinctive Ringing	Automatic Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Block	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

2. REGULATIONS

1. The Frontier Business Nationwide Unlimited Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Call Detail will not be displayed on the customer's monthly telephone bill.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered within the bundle without incurring a service order charge.
6. The bundle rate will appear as a single line item on the customer's bill.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

Issued on the authority of Public Act 179 of 1991, as amended

Issued: December 18, 2017

Effective: December 20, 2017

By: Jack Phillips, Director - Government and External Affairs
14450 Burnhaven Dr, Burnsville MN Jack.Phillips@ftr.com

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TELEPHONE EXCHANGE SERVICE

SERVICES

J. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II (Continued)** (T)

2. REGULATIONS (Continued)

7. The bundle cannot be used in association with a PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
8. The bundle is offered on a month-to-month basis.
9. Up to eleven additional bundles can be purchased at a discount rate.
10. Frontier Business Nationwide Unlimited Service II is a business service offering only.
11. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
12. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

3. RATES AND CHARGES

Frontier Business Nationwide Unlimited Service II

	<u>Monthly Rate</u>
Basic Bundle	\$52.99
Additional Bundle	\$46.99
All In Feature Package	\$4.99

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TELEPHONE EXCHANGE SERVICE

SERVICES

K. FRONTIER BUSINESS LOCAL UNLIMITED II**

(T)

1. GENERAL

Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

a. **Basic Bundle**

Flat Rate Business Line
Extended Area Service
Two features from the Frontier Business All in Feature package listed below

b. **Frontier Business All In Feature Package**

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30	Caller ID Blocking
Distinctive Ringing	Automatic Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Block	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

2. REGULATIONS

1. The Frontier Business Local Unlimited II is available where technically feasible.
2. The bundles are offered on a month to month basis.
3. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
4. Call Detail will not be displayed on the customer's monthly telephone bill.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge.
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
8. The bundle cannot be used in association with PBX Service, or ISDN Service.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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TELEPHONE EXCHANGE SERVICE

SERVICES

K. FRONTIER BUSINESS LOCAL UNLIMITED II (Continued)** (T)

2. REGULATIONS (Continued)

9. All Federal End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

10. Frontier Business Local Unlimited Service II is a business service offering only.

3. RATES AND CHARGES

Frontier Business Local Unlimited II

	<u>Monthly Rate</u>
Basic Bundle	\$35.99
All In Feature Package	\$4.99

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

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TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

1. GENERAL

1. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
2. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
3. Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

Feature availability is based on central office technology serving any given exchange.
4. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
5. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this tariff.
6. Service charges as specified in this tariff apply to all customer requested moves and changes performed at the customer's premises.
7. Maintenance of Service Charges, as set forth in this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
8. The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this tariff.
9. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Tariff.
11. Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
12. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
13. Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

Issued: September 29, 2011

Effective: October 1, 2011

By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS

1. Subscription Components

(a) Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

(b) System Size Bands:

- 2 lines and greater

(c) Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

- (d) Optional Add-On Features listed in this tariff apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features

(a) System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling *
- Off Premises Stations **
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

* Refer to the Calling Plan as specified in the Local Exchange Calling scope.

** Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

Issued: September 29, 2011

Effective: October 1, 2011

By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

(a) System and Station Features (Continued)

System Features

- Last Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call - Short List (8) Long List (30) or Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

(b) Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music On Hold
- OutWATS Access
- Paging Access – Loudspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

(c) Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

3. TERMS AND CONDITIONS

1. Terms

- (a) Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- (b) Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this tariff.
- (c) A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- (d) In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- (e) When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

1. Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

2. System and Station Features

(a) System Features Definitions

Automatic Identification of Outward Dialing (AIOD) identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access provides the ability to access an long distance carrier of choice.

Intercept Announcements - Common alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

Emergency Service allows a station to report an emergency by dialing **911**.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions

Blind Transfer Recall allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Call Forward Busy allows incoming calls to a busy line to be automatically routed to a preselected Versaline 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.

Call Forward Fixed provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward No Answer allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

Call Forward Busy/No Answer Split is a single feature that allows the customer to specify the destination of a forwarded call.

Call Forward Remote Activation allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

Call Forward Variable allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

Call Forward No Answer (30 seconds) allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline 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.

Call Forward No Answer Variable Timer 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

Call Forward of A Call Waiting Call allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Call Hold 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

Call Park allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Call Waiting All Calls allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

Call Waiting (customer specific) informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Call Waiting Cancel permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

Call Waiting Dial allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

Distinctive Call Waiting Tones permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

Distinctive Ringing provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

Do Not Disturb allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

Hunting (customer specific) 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) - 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.

Multi-Line 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.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

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.

Last Number Redial allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

Line Restriction Fully permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

Line Restriction Semi permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Line Restriction Toll permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Code allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Ring Again allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Calling Short List provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

Speed Calling Long List provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

Speed Calling Group List allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone equips all station lines for touch call dialing.

Three Way Calling permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

3. Optional Add-On Features

Authorization Codes (AC) allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a 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.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

3. Optional Add-On Features

Music On Hold allows a customer group to have music and/or an announcement applied to a calling line while on hold.

Paging Access provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

Queuing for Multiline Hunt Groups allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Special Service Facilities Access allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

5. RATES AND CHARGES

1. Recurring Charges

a. Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this tariff.

<u>Period</u>	<u>Monthly Recurring Charge</u>	
Month to Month	\$55.75	(l)
12 Month Contract	\$54.75	(l)
24 Month Contract	\$53.75	(l)
36 Month Contract	\$52.75	(l)

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

b. Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

c. Optional Add on Features

<u>Optional Add-On Features</u> ^a	<u>MRC</u> [#]	<u>NRC</u> [*]
Authorization Codes (AC), per group 100	\$ 0.30	\$ 3.00
Automatic Call Distribution (ACD) ¹	ICB	ICB
Automatic Route Selection(ARS) ¹	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC) ¹	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each ²	6.00	-
Music on Hold ³	25.00	4.00

Notes:

- a Optional features are available only were facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- * Non-recurring Charge - NRC
- 1 Offered on an Individual Case Basis (ICB) arrangement.
- 2 Available only within a Versaline customer group.
- 3 Does not include music source.

TELEPHONE EXCHANGE SERVICE

L. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

c. Optional Add on Features

<u>Optional Add-On Features</u> ^a	<u>MRC</u> #	<u>NRC</u> *
<u>Paging Access</u>		
Loudspeaker Access	\$40.00	\$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
Queuing for Multiline Hunt Groups	2.50	
<u>Special Service Facilities Access</u> ¹		
FX Facilities Access	Note 1	Note 1
OutWATS Access ³	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) ²	Note 1	Note 1

Notes:

- a Optional features are available only were facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- * Non-recurring Charge - NRC
- 1 Refer to other company Tariffs for mileage and termination charges
- 2 Offered on an Individual Case Basis (ICB) arrangement.
- 3 Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

d. Attendant Feature Package

<u>Attendant Feature Package</u>	<u>MRC</u>
Attendant Feature Package ¹ Per attendant	\$65.00
<hr/>	
See this tariff for package features	ICB

e. PBX and Systems*

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

<u>Attendant Feature Package</u>	<u>MRC</u>
Versaline PBX Add-On Rate - Per Trunk	\$7.95
<hr/>	
Versaline Business Line Add-On Rate - Per Line	\$7.95

Notes:

* Rates are subject to volume discounts.

¹ Available where facilities and conditions permit.

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

2. Database Modifications

	Nonrecurring Charge
Additions, changes, or deletions per hour, or fraction thereof	\$50.00

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

1. General

- a. A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- b. Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- c. The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- d. The service is furnished subject to the availability of facilities and telephone numbers.
- e. Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this tariff.
- f. Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- g. Reserved numbers not assigned to a main station as agreed in this tariff will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

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By: Kenneth Mason, Vice President

Rochester, New York

TELEPHONE EXCHANGE SERVICE

SERVICES

L. VERSALINE CENTREX SERVICE

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE (Continued)

2. Rates and Charges

a. Reserved Versaline Telephone Numbers

	<u>Reserved Numbers</u>	<u>MRC #</u>
Month-to-Month		\$15.24
12 Month Contract		14.34
24 Month Contract		13.86
36 Month Contract		13.41

UNREGULATED SERVICES

SERVICES

M. FRONTIER DIGITAL PHONE ESSENTIALS (LEADER AND CHALLENGER)

1. GENERAL

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes One Basic Residential Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call ID Plus Name
Touch Tone	Call Waiting/Cancel Call Waiting

Feature Package

Three Way Calling	Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30	(T)
Call Return (*69)	Distinctive Ring	(T)
Anonymous Call Rejection	Call Waiting	
Call Forward Variable or Fixed	Call Forward Busy	
Selective Call Forwarding	Selective Call Rejection	
Selective Call Acceptance	Priority Ring	

2. REGULATIONS

1. The Frontier Digital Phone Essentials is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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UNREGULATED SERVICES

SERVICES

M. FRONTIER DIGITAL PHONE ESSENTIALS (LEADER AND CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Essentials	\$21.99	
Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customer who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020. (N)

UNREGULATED SERVICES

SERVICES

N. FRONTIER DIGITAL PHONE UNLIMITED (LEADER)

1. GENERAL

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

Basic Bundle

Busy Number Redial (*66)	Call Waiting ID
Caller ID with Name	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return (*69)

Feature Package

Three Way Calling	
Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance

2. REGULATIONS

1. The Frontier Digital Phone Unlimited (Leader) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Leader) do not apply. (N)

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UNREGULATED SERVICES

SERVICES

N. FRONTIER DIGITAL PHONE UNLIMITED (LEADER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited (Leader)	\$33.99	(l)
Feature Pack	\$6.49	
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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By: Leslie Zink, Compliance Manager
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UNREGULATED SERVICES

SERVICES

O. FRONTIER DIGITAL PHONE UNLIMITED PLUS (LEADER)

1. GENERAL

The Frontier Digital Phone Unlimited Service (Leader) is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Busy Number Redial (*66)	Call Waiting ID
Caller ID with Name	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return (*69)

Feature Package

Three Way Calling	
Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance

2. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus (Leader) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Leader) do not apply. (N)

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UNREGULATED SERVICES

SERVICES

O. FRONTIER DIGITAL PHONE UNLIMITED PLUS (LEADER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Leader)	\$33.99	(l)
Feature Pack	\$6.49	
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

Issued: May 31, 2023

Effective: June 1, 2023

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UNREGULATED SERVICES

SERVICES

P. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

1. GENERAL

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

Basic Bundle

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

Feature Package

Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. REGULATIONS

1. The Frontier Digital Phone Unlimited (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply. (N)

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UNREGULATED SERVICES

SERVICES

P. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Pack	\$6.49	(l)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

Q. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

1. GENERAL

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

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

Feature Package

Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply. (N)
(N)

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UNREGULATED SERVICES

SERVICES

Q. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Pack	\$6.49	(l)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

R. FRONTIER SIMPLY UNLIMITED SERVICE (CHALLENGER)** (T)

1. GENERAL

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

Basic Bundle

- One Business Access Line
- Extended Area Service (where applicable)
- Call Forwarding Busy/Don't Answer
- Caller ID with Name and Number
- Four features from the Frontier Business All In Feature Package listed below

Business All In Feature Package

- | | |
|----------------------------------|-----------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Rejection |
| Busy Number Redial (*66) | Call Return (*69) |
| Selective Call Acceptance | Selective Call Rejection |
| Selective Call Forwarding | Priority Call |
| Distinctive Ring | Speed Call 8 or 30 |
| Three-Way Calling | Call Transfer |
| Caller ID Blocking | Call Waiting ID* |
| Multi-Line Hunting | Call Forwarding |
| Call Forwarding –Busy | Call Forwarding - No Answer |

2. REGULATIONS

1. The Frontier Simply Unlimited Service (Challenger) is for business customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
4. The bundle will appear as a single line item on the customer's bill.
5. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
6. The bundles are offered on a month-to-month basis.
7. Bundles four through twelve are given an additional discount.

* This service has been grandfathered

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

R. FRONTIER SIMPLY UNLIMITED SERVICE (CHALLENGER) (Continued)**

(T)

3. RATES AND CHARGES

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

	Monthly Rate
Frontier Simply Unlimited Service (Challenger) (Lines 1 to 3)	\$38.99
Each Additional Package (Lines 4 to 12)	\$23.99
Frontier Business All in Feature Package	\$4.99

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

S. FRONTIER SIMPLY UNLIMITED SERVICE (LEADER)** (T)

1. GENERAL

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

Basic Bundle

- One Business Access Line
- Extended Area Service (where applicable)
- Call Forwarding busy/Don't Answer
- Caller ID - Name
- Eight features from the Frontier Business All In Feature Package listed below

Business All In Feature Package

- | | |
|----------------------------------|-----------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Rejection |
| Busy Number Redial (*66) | Call Return (*69) |
| Selective Call Acceptance | Selective Call Rejection |
| Selective Call Forwarding | Priority Call |
| Distinctive Ring | Speed Call 8 or 30 |
| Three-Way Calling | Call Transfer |
| Caller ID Blocking | Call Waiting ID* |
| Multi-Line Hunting | Call Forwarding |
| Call Forwarding –Busy | Call Forwarding - No Answer |

2. REGULATIONS

1. The Frontier Simply Unlimited Service (Leader) is for business customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
4. The bundle will appear as a single line item on the customer's bill.
5. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
6. The bundles are offered on a month-to-month basis.
7. Bundles four through twelve are given an additional discount.

* This service has been grandfathered

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

S. FRONTIER SIMPLY UNLIMITED SERVICE (LEADER) (Continued)**

(T)

3. RATES AND CHARGES

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

	Monthly Rate
Frontier Simply Unlimited Service (Leader) (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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UNREGULATED SERVICES

SERVICES

T. FRONTIER ONEVOICE

1. GENERAL

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

Features and Services

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

Premium Feature Package

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

2. REGULATIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

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UNREGULATED SERVICES

SERVICES

T. FRONTIER ONEVOICE (Continued)

2. REGULATIONS (Continued)

6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis. (C)

3. RATES AND CHARGES

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

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

UNREGULATED SERVICES

SERVICES

U. FRONTIER COMMERCIAL VOICE UNLIMITED**

(T)

1. GENERAL

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

Basic Bundle

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

2. REGULATIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier commercial Voice Unlimited includes basic local service and non-basic local services. Non payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

U. FRONTIER COMMERCIAL VOICE UNLIMITED (continued)** (T)

2. REGULATIONS (continued)

9. The bundle is offered on a month-to-month, one year, or two year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. At the end of the one year term, customers will be moved to the month to month pricing.

3. RATES AND CHARGES

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

Monthly Rate

Basic Bundle

Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

** This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

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UNREGULATED SERVICES

SERVICES

V. VACATION GET AWAY SERVICE

1. General

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

2. Conditions

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

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

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

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

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

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

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

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

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

3. Rates

Nonrecurring Charge

\$39.99

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UNREGULATED SERVICES

SERVICES

W. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

1. General

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

Basic Bundle

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

Call Waiting ID
Anonymous Call Rejection
Basic Voicemail
Touchtone

2. Conditions

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

(N)

UNREGULATED SERVICES

SERVICES

W. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (continued)

(N)

2. Conditions (continued)

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

3. RATES AND CHARGES

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

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

(N)

UNREGULATED SERVICES

SERVICES

X. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

1. General

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

Basic Bundle

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

2. Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

UNREGULATED SERVICES

SERVICES

X. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (continued)

2. Conditions (continued)

- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. RATES AND CHARGES

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

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

Y. FRONTIER ONEVOICE PROMOTION

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

(N)
|
(N)

UNREGULATED SERVICES

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.

(N)

(N)