

PRODUCT GUIDE
for
Rates and Charges Together
With Terms and Conditions Applicable To
Long Distance Message Telecommunication Service
In The Territories Served By Frontier Southwest Incorporated
d/b/a Frontier Communications of Texas

Within The State Of
Texas

INDEX		<u>SHEET</u>
	SYMBOLS	1
SECTION 1		
A.	APPLICATION OF PRODUCT GUIDE	1
B.	TERMS AND CONDITIONS	
	Scope	2
	Availability of Service	2
	Limitations on Duration of Connections	2
	Liability	2-3
	Use of Service	3
	Abuse and Fraudulent Use	3
	Unlawful Purposes	3
	Obligation of the Customer	3
	Payment for Service	4
	Billing and Collection of Charges	5
	Termination of Service for Cause	5
	Advance Payments	5
	Deposits	5-6
	Definitions	7-8
	Application of Construction Charges	9
	Distance Learning and Interactive Multimedia Communications	9
	Time and Charges	9
	Connection of Terminal Equipment and Communications Systems	9
	Method of Applying Rates	9-10
	Texas Universal Service Fund (TX USF) Charge	10
C.	LONG DISTANCE SERVICES	
	Two-Point Service	11-18
	Special Reversed Charge Long Distance Message	19
	Special Reduced Rates	19
SECTION 2		
OPTIONAL DISCOUNT CALLING PLANS		
A.	General	1
B.	Optional Calling Plans - Business	2
C.	Frequent Calling Service Plans - Residential	3
D.	Flat Rate Business Calling Savings Plan	4
E.	Flat Rate Calling Plan for Residence	5
F.	Frontier Calling Feature Local Toll Saver	6
G.	Company Rewards	7-13
H.	5 Cent a Minute Plan	14
I.	Unlimited IntraLATA Toll Usage for Business	15-17

EXPLANATION OF SYMBOLS

The following symbols will be used in the right-hand margins of each Product Guide page to indicate changes made on the sheets:

- (C) Indicates a Change in Text
- (E) Indicates Correction of an Error
- (I) Indicates a Rate Increase
- (M) Indicates a Move of Text
- (N) Indicates a New Rate or Text
- (R) Indicates a Rate Reduction

A. APPLICATION OF PRODUCT GUIDE

1. This Product Guide contains terms and conditions, rates and charges applicable to Long Distance Message Telecommunications Service furnished or made available by Frontier Southwest Incorporated d/b/a Frontier Communications of Texas, herein after referred to as Frontier, over service components located wholly within or partly within the State of Texas, between two or more service points within Local Access and Transport Areas (LATAs) in the State of Texas, where the respective rate centers of such service points are also located in said State, as set forth in this Product Guide.
2. Any change in rates or terms and conditions authorized by the legally constituted authorities acts as a modification of all contracts to that extent without further notice.
3. Whenever reference is made in this Product Guide to other intrastate Texas tariffs or product guides of Frontier, the reference is to the tariffs or Product Guide in force as of the effective date of this guide, and to amendments thereto and successive issues thereof.

B. TERMS AND CONDITIONS1. Scope

- a. Long Distance Message Telecommunications Service (LDMTS) is that of furnishing facilities for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified in this Product Guide. The message charges specified in this Product Guide are in payment for all service furnished between the calling and called service points.
- b. The charges specified in this Product Guide do not contemplate work being performed by Frontier employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved applies.
- c. Frontier does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

2. Availability of Service

See Frontier's Texas General Exchange Tariff, Section 5 "Order of Precedence for Establishing Service."

3. Limitations on Duration of Connections

Frontier reserves the right to limit the duration of connections when necessary because of a shortage of facilities caused by emergency conditions.

4. Liability

- a. In view of the fact that the customer has exclusive control of the communications over the facilities furnished him/her by Frontier, and of the other uses for which facilities may be furnished him/her by Frontier, and because of unavailability of errors incident to the services and to the use of such facilities of Frontier, the services and facilities furnished by Frontier are subject to the terms, conditions and limitations specified in this Product Guide.
- b. Frontier's failure to provide LDMTS under this Product Guide shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond Frontier's reasonable control.
- c. Frontier's liability, if any, for its gross negligence or willful misconduct is not limited by this Product Guide. With respect to any other claim or suit, by a customer or any others, for damages associated with any aspect of the provision of service (including failure to reach a called service point), Frontier's liability, if any, shall not exceed an amount equal to the initial period charge applicable for such message to the called service point. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Product Guide as a billing adjustment. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission of service which are caused or contributed to by the negligence or willful act of the customer, authorized user, or which arise from the use of customer premises equipment shall not result in the imposition of any liability whatsoever upon Frontier.

B. TERMS AND CONDITIONS (Cont'd)4. Liability (Cont'd)

- d. The customer indemnifies and saves Frontier harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of Frontier, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by Frontier.
- e. When the facilities of other local exchange companies (LECs) are used in establishing connections to points not reached by Frontier's facilities, Frontier is not liable for any act or omission of the other LECs.

5. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Product Guide.

Pursuant to PURA Sections 54, Subchapter D and 54, Subchapter C, services contained in this Product Guide are available for resale by holders of a Service Provider Certificate of Operating Authority or holders of a Certificate of Operating Authority (COA) granted by the Public Utility Commission of Texas.

6. Abuse and Fraudulent Use

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

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

7. Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

8. Obligation of the Customer

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

B. TERMS AND CONDITIONS (Cont'd)**9. Payment for Service**

- a. The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated or charges accepted at the customer's service point.
- b. The due date of the bill for telephone service shall not be less than sixteen (16) days after issuance. A bill for telephone service is delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or any issuance date on the bill if there is no postmark on the envelope, shall constitute proof of date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next work day after the due date.
- c. A one-time penalty not to exceed five percent (5%) may be made on delinquent bills; however, no such penalty shall apply to government accounts under this term.
- d. A customer's telephone service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty-six (26) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten days prior to a stated date of disconnection with the words "termination notice" or similar language prominently displayed on the notice. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customer. If mailed, the cut-off day may not fall on a holiday or weekend, but shall fall on the next working day after the seventh day. Payment at the Telephone Company's authorized payment agency is considered payment to the Telephone Company. The Telephone Company shall not issue late notices or disconnect notices to the customer earlier than the first day the bill becomes delinquent so that a reasonable length of time is allowed to ascertain receipt of payment by mail or at the Telephone Company's authorized payment agency.
- e. If billings for telephone service are found to differ from the lawful rates for services being purchased by the customer, a billing adjustment shall be calculated by the Telephone Company. If the customer is due a refund, an adjustment shall be made for the entire period of overcharge. If an overcharge is not adjusted within three billing cycles of the bill in error, interest shall be applied to the amount of the overcharge in accordance with PUC SUBST.R.26.27(a)(3)(B). The rates of interest are established annually on December 1 for the subsequent calendar year by the commission. If the customer was undercharged, the Telephone Company may back bill the customer for a period not to exceed six (6) months from the date the Company initially notifies the customer of the amount of the undercharge and the total additional amount that will be due. The Telephone Company may back bill for a period exceeding six months on interstate charges, but may not disconnect for failure to pay interstate charges incurred six months prior to the current billing. Said amount shall be added to the next regular billing. If the underbilling is fifty dollars or more, the company shall offer to such customer a deferred payment plan option for the same length of time as that of the underbilling.
- f. In the event of a disputed bill between a customer and the Telephone Company regarding any bill for telephone service, the Telephone Company shall forthwith make such investigation as shall be required by the particular case and report the results to the customer and in the event the dispute is not resolved, shall inform the customer of the complaint procedures of the commission.
- g. Notwithstanding any other section of these rules, a telephone utility customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billing not disputed as established in PUC SUBST. R.26.28 (relating to discontinuance of service).

B. TERMS AND CONDITIONS (Cont'd)10. Billing and Collection of Charges

The charges for messages and chargeable reports are due when billed and are billed and collected by Frontier or the LEC from whose service point the messages were sent paid or at whose service point the messages were received collect.

11. Termination of Service for Cause

Telephone service may be disconnected after proper notice for any of the following reasons:

- a. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement;
- b. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;
- c. Failure to comply with deposit or guarantee arrangements where required;
- d. Without notice where a known dangerous condition exists for as long as the condition exists; and
- e. Tampering with the company's equipment.

The Telephone Company may discontinue service which is used in any fraudulent or unlawful manner. The service is furnished subject to the condition that it will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence convincing to it that such service is being or will be so used.

12. Advance Payments

Applicants for LDMTS, whose financial responsibility is not a matter of general knowledge or who are not connected in a substantial way with a firm, corporation or other concern of established credit, may be required to make advance payments of at least one month's estimated charges.

13. Deposits

- a. Frontier, in order to safeguard its interests, may require an applicant or a present customer to make a deposit of an amount not to exceed two months exchange service charges plus two months estimated long distance service charges to be applied in payment of any unpaid charges for exchange or long distance service which may be rendered. In accordance with 26.24(a)(6)(D) of the Commission's Substantive Rules, the required deposit may be based on long distance service charges of the interexchange carriers only in those instances where Frontier's Tariff or Product Guide provided for billing for an interexchange carrier. Simple interest is set annually by the Commission.⁽¹⁾ Payments of the interest to the customer shall be annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

⁽¹⁾ The rates of interest to be paid on customer deposits in accordance with Substantive Rule 26.24(a)(7), and overbillings or underbillings in accordance with Substantive Rule 26.27(a)(3)(B) and (C), are established annually on December 1 for the subsequent calendar year by the Commission.

B. TERMS AND CONDITIONS (Cont'd)13. Deposits (Cont'd)

- b. An initial deposit may be required from residential customers if the customer has more than one occasion during the last 12 consecutive months of service in which a bill for a utility service was paid after becoming delinquent or if the customer's service was disconnected for nonpayment, in accordance with 26.24(a)(4)(B) of the Commission's Substantive Rules.
- c. An initial deposit may not be required, if the residential customer furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or
- d. A deposit may not be required if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account, and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment, upon request, provide a letter of credit history in accordance with 26.24(a)(1)(B)(i) of the Commission's Substantive Rules.
- e. The fact that a deposit has been made or a guaranty provided, shall in no way relieve the customer from complying with Frontier's terms and conditions as to the prompt payment of bills, nor constitute a waiver or modification of the regular practices of Frontier providing for the temporary suspension of service or the termination of the service contract for nonpayment of bills.
- f. Service may be discontinued for failure to furnish a suitable deposit when conditions appear to require Frontier to have such credit protection. Initial deposits may be required of applicants or existing customers.
- g. The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings. At the time a deposit is required, the Company shall provide written information about deposits. In accordance with 26.24(a)(5) of the Commission's Substantive Rules, additional deposits may be required as follows:
 - (1) During the first 12 months of service, if actual usage is three times estimated usage (or three times average usage of most recent three bills) and current usage exceeds \$150 and 150% of the security held, the new deposit requirement may be calculated and an additional deposit may be required to be made within 10 days after issuance of written notice of termination and requested additional deposit, or, in lieu of additional deposit, the customer may elect to pay the current usage within 10 days after issuance of written notice of termination and requested additional deposit; or
 - (2) If actual billings of a commercial customer are at least twice the amount of the estimated billings, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 15 days after issuance of written notice of termination and requested additional deposit. If actual billings of a residential customer are at least twice the amount of the estimated billings after two billing periods, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 15 days after issuance of written notice of termination and requested additional deposit. In lieu of additional deposit, the customer may elect to pay the current bill by the due date of the bill, provided the customer has not exercised this option in the previous 12 months.

B. TERMS AND CONDITIONS (Cont'd)14. Definitions

Accessories - Devices which are mechanically attached to, or used with, the facilities furnished by Frontier and which are independent of, and not electrically, acoustically or inductively connected to, the conductors in the communications path of the telecommunications system.

Bill to Third Party - A billing arrangement by which a message may be charged to an authorized service point as determined by Frontier other than the service point originating the call or the service point where the call is terminated.

Collect Call - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a third party number. In the case of a public or semi-public coin telephone the charges must be billed to a third party number, or the call may be reoriginated from the called service point.

Connecting Arrangement - The equipment provided by Frontier to accomplish the direct electrical connection of customer premises equipment with the facilities of Frontier.

Customer - The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the regulation of Frontier.

Exchange Access Arrangement (EAA) - A telephone facility which permits access to and from the customer's premises and the telephone exchange network point. A telephone exchange network point is also known as a serving office.

Initial and Additional Period - The initial period denotes the interval of time allowed at the rate specified for connection between given points. The additional period denotes the unit of time used for measuring and charging for time in excess of the initial period.

IntraLATA - LDMTS where service point locations are all within the same LATA.

Local Access and Transport Area (LATA) - Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Telephone Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Network Control Signaling - The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indication reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

B. TERMS AND CONDITIONS (Cont'd)14. Definitions (Cont'd)

Person-to-Person - A service where the person originating the call specifies to the Frontier operator a particular person to be reached, or a particular station, department or office to be reached through a PBX attendant.

- When, after the service point or PBX called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or to any other station, department or office reached through a PBX attendant, the classification of the call remains person-to-person.
- When the person originating the call wishes arrangements made in advance with a particular party or service point for the establishment of a connection at a specified time (appointment call) the call is classified as person-to-person.
- Frontier does not undertake, in connection with person-to-person service, to bring to a service point a called person who cannot be reached at a service point connected to the telecommunications network.

Service Point - Denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in customer premises equipment.

Station - The network control signaling unit, data set or other equipment at the customer's premises which enables the customer to establish the communications connection to effect communications through such connections; also denotes a termination of an individual exchange line or PBX trunk provided in accordance with the provisions of this Product Guide, in Frontier switching equipment located in an exchange foreign to the exchange in which the customer is located.

Station-to-Station - A service where the person originating the call, dials the telephone number desired or gives to the Frontier operator the telephone number of the desired service point, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired service point or PBX is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached, nor a particular station, department or office to be reached through a PBX attendant.

Three classes of station-to-station services are offered as follows:

"Dial Station-to-Station" is that station-to-station service where the person originating the call, from other than a coin telephone, dials the telephone number desired and the call is completed without the assistance of a Frontier operator and the message is not billed to a number other than the originating number. Dial Station-to-Station service also includes: (1) when an operator records the originating telephone number where no automatic recording equipment is available; (2) when an operator reaches the called telephone number where facilities are not available for dial completion; (3) when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap; and (4) when an operator re-establishes a call which has been interrupted after the called number has been reached.

"Operator Station-to-Station" is that station-to-station service other than Dial Station-to-Station and Corrections Collect Station-to-Station. Operator Station-to-Station includes station-to-station service originating at a coin telephone, except for those coin telephone calls that are Corrections Collect Station-to-Station as described in this section.

"Corrections Collect Station-to-Station" applies to each outgoing message where the person originating the call is calling from a correctional facility using special restricted corrections service.

B. TERMS AND CONDITIONS (Cont'd)15. Application of Construction Charges

When special construction for individual customers is necessary, special construction charges may apply as set forth in Section 11 of the Frontier General Exchange Tariff.

16. Distance Learning and Interactive Multimedia Communications

Upon submission of an affidavit that complies with the requirements of Public Utility Commission of Texas Substantive Rule 26.141, an educational institution may obtain a 25 percent discount on the tariffed or price listed rate for any tariffed or price listed service that is used predominantly for distance learning purposes.

17. Time and Charges

Time and charges on long distance messages may be quoted upon request from the customer. Name association with time and charge details will be provided where facilities permit. Frontier reserves the right to determine the facility used where there are multiple facilities.

18. Connections of Terminal Equipment and Communications Systems

Terminal equipment and communications systems may be connected at the customer's premises to LDMTS furnished by Frontier where such connections are made in accordance with the provisions of Frontier's General Exchange Tariff.

19. Method of Applying Rates

- a. LDMTS rates between points (cities, towns or localities) are based on the air line distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are adjacent rate centers with which they are closely associated for communication purposes or by community of interest.
- b. For the purpose of determining air line mileages, vertical and horizontal grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map projection equations. A pair of V-H coordinates locates a rate center, for determining air line mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the air line mileage computed as explained in B.19.c following, with fractional miles being considered full miles.

B. TERMS AND CONDITIONS Cont'd)19. Method of Applying Rates (Cont'd)c. Determination of Air Line Mileages

To determine the rate distance between any two rate centers proceed as follows:

- (1) Obtain the "V" and "H" coordinates for each rate center.
- (2) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

- (3) Divide each of the differences obtained in (2) by three, rounding each quotient to the nearer integer.
- (4) Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in (3) by three and repeat step (4). Repeat this process until the sum of the squares obtained in (4) is less than 1778.

- (5) The number of successive divisions by three in steps (3) and (4) determines the value of "N". Multiply the final sum of the two squares obtained in step (4) by the multiplier specified in the following table for this value of "N", preceding:

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	---
2	8.1	41
3	72.9	121
4	656.1	361
5	5,904.	1,081
6	53,144.1	3,241

- (6) Obtain square root of product in (5) and, with any resulting fraction, round up to next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in (5), preceding, the minimum rate mileage corresponding to the "N" value is applicable.

20. Texas Universal Service Fund (TX USF) Charge

The TX USF Charge is for the recovery of the Company's TX USF assessment. The charge is assessed as a percentage applied against the customer's intrastate telecommunications services receipts. All services in this Product Guide, purchased by retail customers, are subject to the TX USF.

The TX USF Charge will change periodically due to assessment fund and revenue changes. The percentage as of August 1, 2022 is 24%.

The TX USF Charge will be identified on the retail customer's bill as "Texas Universal Service".

(T)(I)

C. LONG DISTANCE SERVICES

1. Two-Point Service

a. Classes of Service

Service is offered on a Dial Station-to-Station, Operator Station-to-Station or on a Person-to-Person basis. Day, Evening, Night and Weekend rates apply to all classes of service excluding the service charges specified in C.1.d(2) as follows:

(1) All Classes of Service

	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
8:00 AM to *5:00 PM	Day Rate Period Full Rate					Night & Weekend Rate Period 40% Discount	
5:00 PM to *11:00 PM	Evening Rate Period 25% Discount					Night & Evening Weekend Rate Rate Period 25% 40% Dis. Dis.	
11:00 PM to *8:00 AM	Night and Weekend Rate period 40% Discount						

* To, but not including

(2) The time (at the calling service point) at which connection is established governs.

b. Reversal of Charges (Collect Calls)

(1) Charges for Operator Station-to-Station and Person-to-Person telephone messages may, upon request, be reversed, that is, charged against the called telephone, provided the charges are acceptable at the called telephone.

(2) The regularly established Operator Station-to-Station and Person-to Person rates apply.

c. Time of Day

The time when connection is established, as provided in C.1.d, following, determined in accordance with the time - standard or daylight savings - legally or commonly in use at the location of the rate center of the calling service point, determines whether Day, Evening, Night or Weekend rates apply. This rule applies whether the message is sent paid or collect.

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)d. Rates

The following rates apply to intrastate intraLATA business between service points within the designated LATAs in the State of Texas:

(1) Usage - All Classes of Service

- (a) Initial period rates indicated in the rate table in C.1.f, following, are for connections of one minute or any fraction thereof.
- (b) All additional minute rates indicated in the rate table in C.1.f, following, are for each additional minute or any fraction thereof, that the connection continues beyond the initial period.
- (c) When the connection is established in one rate period and ends in another, the rate for each rate period applies to the portion of the connection occurring within that rate period. In the event that a minute of use is split between two rate periods, the rate in effect at the start of that minute applies.
- (d) Discounts for the Evening, and Night and Weekend reduced rate periods indicated in the table in C.1.a(1), preceding, are expressed as a percent reduction of the charge calculated at the rates indicated in the table in C.1.f and are applied to message connections established during the periods indicated in C.1.a(1), preceding.
- (e) Discounts apply to the charge for the initial minute occurring within the discount rate period and to all additional minutes occurring within each discount rate period. The discount is computed separately for charges in each rate period and the results are then totaled. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent.

(2) Service Charges

- (a) The rates in (b), (c), and (d), following, will apply on Dial Credit Card Station-to-Station, Operator Station-to-Station and Person-to-Person service in addition to the rates as specified in C.1.d(1), preceding. Discounts as specified in C.1.a(1), do not apply to service charges.
- (b) Operator Station-to-Station - For Station-to-Station calls, a charge per call applies. This charge is not applicable to customers requiring Telecommunication Relay Service.
- (c) Corrections Collect – For station-to-station calls where the person originating the call is calling from a correctional facility using special restricted corrections service, a charge per call applies.
- (d) Person-to-Person - For person-to-person calls, a charge per call applies.
- (e) ⁽¹⁾

⁽¹⁾ Line Status Verification is withdrawn as of April 6, 2013.

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)d. Rates (Cont'd)(2) Service Charges (Cont'd)(f) ⁽¹⁾

(g) Public Payphone Usage Surcharge – In addition to any applicable Operator Handled Service Charge, this fee applies to all completed local and intraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

(h) Where the customer direct dials the Directory Assistance number, the charge is assessed for each call:

(i) Where the customer direct dials the Directory Assistance number, the charge for each call (maximum of two requests per call) is *. Dedicated Directory Services Request is included at no additional charge as stated in the Frontier's Texas General Exchange Tariff in Section 38. (C)

(j) Where the customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance charges billed to a telephone credit card, or a telephone number other than the originating number, the charge for each call (maximum of two requests per call) is \$0.60. If direct dial facilities are not available, calls placed to Directory Assistance via an operator shall be considered as customer dialed.

(k) No credit will be given for requested telephone numbers that are nonpublished or nonlisted. No credit will be given for requested telephone numbers that are not found in the directory.

(l) Charges for Directory Assistance Service are not applicable to calls placed from hospitals or from pay telephones as provided for under Pay Telephone Service, Section 39 of the Frontier's Texas General Exchange Tariff.

(m) Customers whose physical or visual handicaps prevent using the telephone directory are also excluded from charging; credit cards will be issued for convenient use at other locations, upon presentation of a certificate signed by any physician or issued by any agency recognized by the state as having the authority to certify such handicaps.

⁽¹⁾ Busy Interrupt is withdrawn as of April 6, 2013.* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)d. Rates (Cont'd)(3) Discounted Rates Applicable to Messages Placed by Certified Hearing and/or Speech Disabled Residence Customers

- (a) Disabled persons who have been certified to Frontier as having a hearing or speech impairment which necessitates that they communicate via a telecommunications device (e.g., teletypewriter or similar keyboard communications equipment) will receive, upon written application to Frontier, a reduction on intrastate intraLATA Dial Station-to-Station calls placed from the premises of the certified residence account where the telecommunication device is located.
- (b) On directly dialed calls placed during the Day rate period, the existing intrastate intraLATA Evening discount will be applicable. On directly dialed calls placed during the Evening, Night and Weekend rate periods, the existing intrastate intraLATA Night and Weekend discount will apply.
- (c) Certification of the hearing and/or speech disability requires the completion of an application form certified by a physician, otolaryngologist, audiologist, licensed speech-language pathologist or an authorized agency representing hearing and speech disabled individuals.
- (d) The Frontier Business Office, upon request, will provide an application form for use by the applicant.

(4) Timing of Messages

- (a) On Dial Station-to-Station or Operator Station-to-Station calls, chargeable time begins when connection is established between the calling and the called service points, mobile telephone system or private exchange system.
- (b) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or service point specified or an agreed upon alternate.
- (c) Chargeable time ends when the connection is terminated at any point.
- (d) Chargeable time ends when the calling service point "hangs up" thereby releasing the network connection. If the called service point "hangs up" but the calling service point does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Frontier operator.
- (e) Chargeable time does not include time lost because of faults or defects in service.

e. Charges Paid for by Coin Deposits in a Public or Semi-Public Coin Telephone

The charges for a message paid for by coin deposit in a public or semi-public coin telephone is the sum, rounded to the nearer multiple of \$0.05, of the appropriate service charge, initial period rate and additional period rate plus applicable taxes.

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)f. Rate Tables(1) Dial Station-to-Station

Rate Airline Miles	Day	Each and Additional Minute	Evenings and Holidays	Nights Weekends
	1st Minute			
1 - 17	\$ 0.08	\$ 0.08		
18 - 22	0.12	0.12		
23 - 28	0.12	0.12		
29 - 34	0.17	0.17	25%	40%
35 - 41	0.17	0.17	Discount	Discount
42 - 51	0.17	0.17	from	from
52 - 66	0.17	0.17	Day Rates	Day Rates
67 - 81	0.17	0.17		
82 - 105	0.17	0.17		
Over	0.17	0.17		

(2) Operator Station-to-Station

Rate Airline Miles	Day	Each and Additional Minute	Evenings and Holidays	Nights Weekends
	1st Minute			
1 - 17	\$ 0.08	\$ 0.08		
18 - 22	0.12	0.12		
23 - 28	0.12	0.12		
29 - 34	0.17	0.17	25%	40%
35 - 41	0.17	0.17	Discount	Discount
42 - 51	0.17	0.17	from	from
52 - 66	0.17	0.17	Day Rates	Day Rates
67 - 81	0.17	0.17		
82 - 105	0.17	0.17		
Over	0.17	0.17		

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)

f. Rate Tables (Cont'd)

(3) Operator Person-to-Person

Rate Airline Miles	Day		Evenings and Holidays	Nights Weekends
	1st Minute	Each and Additional Minute		
1 - 17	\$ 0.08	\$ 0.08		
18 - 22	0.12	0.12		
23 - 28	0.12	0.12		
29 - 34	0.17	0.17	25%	40%
35 - 41	0.17	0.17	Discount	Discount
42 - 51	0.17	0.17	from	from
52 - 66	0.17	0.17	Day Rates	Day Rates
67 - 81	0.17	0.17		
82 - 105	0.17	0.17		
Over	0.17	0.17		

(4) Coin Station-to-Station

Rate Airline Miles	Day		Evenings and Holidays	Nights Weekends
	1st Minute	Each and Additional Minute		
1 - 17	\$ 0.08	\$ 0.08		
18 - 22	0.12	0.12		
23 - 28	0.12	0.12		
29 - 34	0.17	0.17	25%	40%
35 - 41	0.17	0.17	Discount	Discount
42 - 51	0.17	0.17	from	from
52 - 66	0.17	0.17	Day Rates	Day Rates
67 - 81	0.17	0.17		
82 - 105	0.17	0.17		
Over	0.17	0.17		

C. LONG DISTANCE SERVICE (Cont'd)

1. Two-Point Service (Cont'd)

f. Rate Tables (Cont'd)

(5) Corrections Collect Station-to-Station

Day/Evenings and Holidays/Nights and Weekends		
Rate Airline Miles	1st Minute	Each Additional Minute
1 - over	\$.20	\$.20

(No Discounts)

(6) The following service charges are in addition to the rates specified in the Basic Rate Schedule, listed above, when the call is placed using the following type services:

	Service Charge Per Call
Other Operator Station + SBN	- 3.75
Corrections Collect Person	- 1.75
(1)	- 4.25
(1) Public Payphone Usage Surcharge, per call	- .25

(7) Discounts apply to total minutes of use for those messages identified with discounts in Rate Tables. Discounts do not apply to service charges, as specified in C.1.d and C.1.f(2) preceding.

g. Rate Tables – Originating from a Business Location

(1) Dial Station-to-Station

Day			Evenings and Holidays	Nights and Weekends
Rate Airline Miles	1st Minute	Each Additional Minute		
1 - 17	\$ 0.11	\$ 0.11		
18 - 22	0.15	0.15		
23 - 28	0.15	0.15		
29 and Over	0.17	0.17	25% Discount from Day Rates	40% Discount from Day Rates

(2) Operator Station-to-Station

Day			Evenings and Holidays	Nights and Weekends
Rate Airline Miles	1st Minute	Each and Additional Minute		
1 - 17	\$ 0.11	\$ 0.11		
18 - 22	0.15	0.15		
23 - 28	0.15	0.15		
29 and Over	0.17	0.17	25% Discount from Day Rates	40% Discount from Day Rates

(1) Line Status Verification and Busy Interrupt are withdrawn as of April 6, 2013.

C. LONG DISTANCE SERVICE (Cont'd)1. Two-Point Service (Cont'd)h. Rate Tables – Originating from a Business Location

(1) <u>Operator Person-to-Person</u>	<u>Day</u>		Each Additional Minute	Evenings and Holidays	Nights and Weekends
	Rate Airline Miles	1st Minute			
1 - 17	\$ 0.11	\$ 0.11			
18 - 22	0.15	0.15			
23 - 28	0.15	0.15			
29 and Over	0.17	0.17		25% Discount from Day Rates	40% Discount from Day Rates

C. LONG DISTANCE SERVICE (Cont'd)

2. Special Reversed Charge Long Distance Message Telecommunications Service

a. General

- (1) This service provides an arrangement in connection with LDMTS whereby a customer offers patrons the privilege of calling him/her without the payment of a LDMTS charge and without having to request specific reversal of this charge.
- (2) This service is not available for party line or Pay Telephone Service.
- (3) The exchanges from which patrons may call without charge are selected by the customer, subject to the approval of Frontier, and for each intraLATA exchange selected, Frontier assigns and lists in the directory a special call number.
- (4) Calls for the special number are accepted when originating at telephones located in the exchange with which the special call number is associated and from other intraLATA exchanges in the numbering plan area. Both the originating exchange and the terminating exchange must be located within the same LATA. Only those LDMTS calls placed by calling this special number are considered as coming within the scope of the service.
- (5) The customer agrees to pay the charges for all messages completed by means of the special number.
- (6) The initial contract period for this service is one month.
- (7) A Directory Listing is provided, without additional charge, only in the exchange selected by the customer with which the special call number is associated.

b. Rates

- (1) The customer utilizing this service is charged the established Operator Station-to-Station Service Charge as specified in C.1.d(2) in addition to usage charges as specified in C.1.f for each completed message.
- (2) The following monthly service charge applies for Special Reversed Charge Long Distance Message Telecommunications Service:

	<u>Monthly Charge</u>
Service furnished in all other exchanges, per exchange	\$3.20

3. Special Reduced Rates

Rates Applicable on Certain Holidays

On **Christmas Day (December 25)** and on **New Year's Day (January 1)**, **Independence Day (July 4)**, **Thanksgiving Day** and **Labor Day**, the holiday rate applicable on all classes of two-point LDMTS between intraLATA service points within the State of Texas, is the Evening rate, unless a lower rate would normally apply. Discounts do not apply to service charges as specified in C.1.d(2) and C.1.f.

OPTIONAL DISCOUNT CALLING PLANS**A. GENERAL**

Optional Discount Calling Plans are furnished under the guidelines contained in the General Terms and Conditions Section of this Product Guide. In addition, the following terms and conditions apply.

1. Optional Discount Calling Plans are optional offerings of Long Distance Message Telecommunications Service available to residential and business local exchange customers. Subscribing customers receive a discount on qualified long distance usage placed during all time periods.
2. Qualified usage for these plans is specified per individual plan offering.
3. Optional Discount Calling Plans are not offered in connection with Foreign Exchange, Foreign Serving Office, Customer-Owned Pay Telephone Service, or Coin Line Service.
4. These plans are offered to Hotel/Motel customers, interexchange carriers and reseller customers for administrative trunks only.(1)
5. Optional Discount Calling Plans service shall not be used for any purpose for which a payment or other compensation shall be received by either the customer or user, or in the collection, transmission, or delivery of any communications for others.
6. Only one Optional Discount Calling Plan may apply to any single account.
7. The minimum service period of subscription to a particular Optional Discount Calling Plan is 30 days.

(1) Interexchange carriers or interexchange common carriers are defined in Frontier's Facilities for State Access Service Tariff Section 2.

OBSOLETE SERVICE OFFERINGS**B. OPTIONAL CALLING PLANS - BUSINESS**

EFFECTIVE JULY 21, 2014, OPTIONAL CALLING PLANS FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

1. General

Business customers in the State of Texas will have the option of subscribing to one of three intraLATA long distance discount plans under the Optional Calling Plans for Business.

The Optional Calling Plans - Business discounts will apply to qualified usage placed during all time periods.

Qualified usage for these plans will be all Intrastate IntraLATA customer-dialed station-to-station, sent-paid, non-coin minutes of use.

2. Rates

	<u>Nonrecurring Charge (2)</u>	<u>Monthly Recurring Charge(1)</u>	<u>Usage Discount</u>
Option (A) Basic monthly rate plus usage (discounted)	\$5.00	\$ 3.00	10%
Option (B) Basic monthly rate plus usage (discounted)	5.00	8.00	15%
Option (C) Basic monthly rate plus usage (discounted)	5.00	20.00	20%

(1) Monthly recurring charges apply on a **per customer account** basis.

(2) The nonrecurring charge is a subscription fee and is applicable only for the establishment of, or change to, an Optional Calling Plans - Business option. The nonrecurring subscription fee does **not** apply in instances in which a service order charge is applicable due to other service order activity.

OBSOLETE SERVICE OFFERINGS**C. FREQUENT CALLING SERVICE PLANS - RESIDENTIAL
EFFECTIVE OCTOBER 22, 2004, THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED
THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING
LOCATIONS.****1. General**

Residential customers in the State of Texas will have the option of subscribing to one of two intraLATA long distance discount plans under the Frequent Calling Service Plans.

The Frequent Calling Service Plans discounts will apply to qualified usage placed during all time periods.

Qualified usage for these plans will be all Intrastate IntraLATA customer-dialed station-to-station, sent-paid, non-coin minutes of use.

2. <u>Rates</u>	<u>Nonrecurring Charge (2)</u>	<u>Monthly Recurring Charge(1)</u>	<u>Usage Discount</u>
Option (A) Basic monthly rate plus usage (discounted)	\$5.00	\$ 3.00	15%
Option (B) Basic monthly rate plus \$6.75 per hour usage (after first hour free) prorated on a per minute of use basis. (3)	5.00	6.50	One hour of usage free; each additional hour rated at \$6.75 per hour prorated on a per minute of use basis. (3)

Application of Rates and Discounts

After a subscriber's monthly intraLATA long distance bill is determined, including applicable time of day discounts, an additional percent discount will be applied to the total qualified portion of the bill, as defined previously. When application of the discount results in a fractional charge, the amount will be rounded to the nearest cent.

- a. The Frequent Calling Service Option (B) rates are quoted in terms of a monthly rate per account and an additional hourly rate which will be prorated by the minute for usage exceeding one hour (i.e., hourly rate divided by 60 x number of minutes exceeding one hour).
- b. Discounts apply to usage accumulated from all lines on a customer's account per class of service, per location.

(1) Monthly recurring charges apply on a per customer account basis.

(2) The nonrecurring charge is a subscription fee and is applicable only for the establishment of, or change to, a Frequent Calling Service Plans option. The nonrecurring subscription fee does not apply in instances in which a service order charge is applicable due to other service order activity.

(3) See Application of Rates and Discounts, Section 2, Sheet No. 3.1.

OPTIONAL DISCOUNT CALLING PLANS**D. FLAT RATE BUSINESS CALLING SAVINGS PLAN****1. General**

The Flat Rate Business Calling Savings Plan offers business customers a flat rate pricing, available 24 hours a day, seven days per week, for Intrastate IntraLATA Long Distance Message Telecommunications Service.

The Flat Rate Business Calling Savings Plan is available on a month-to-month option. No nonrecurring charges are associated with this calling plan.

2. Conditions

The Flat Rate Business Calling Savings Plan applies to the following calls:

Direct Dialed Station to Station
Operator Handled Station-to-Station
Operator Handled Person-to-Person

A customer cannot subscribe to any other intraLATA Discount Calling Plan in conjunction with this plan.

The minimum service period for the Flat Rate Business Calling Savings Plan is one month.

Sub-minute rating will be utilized for the timing and rating of the Flat Rate Business Calling Savings Plan. Sub-minute rating consists of rating the initial 18 seconds of each call with an "Initial 18 Seconds" rate, and then rating each 6 second increment thereafter with an "Additional 6 Seconds" rate (see Section 2.IV.C).

Operator surcharges and Directory Assistance charges are applicable under this calling plan.

3. Rates

<u>Sub-Minute Rating</u>	<u>Rate</u>
Per Initial 18 Seconds	\$.027
Each Additional 6 Seconds	.009

OPTIONAL DISCOUNT CALLING PLANS

E. FLAT RATE CALLING PLAN FOR RESIDENCE

1. General

This plan offers to residential customers a flat rate for all Intrastate IntraLATA Long Distance Message Telecommunications Service direct dialed calls. All Intrastate IntraLATA long distance calls will be billed at one rate per minute, 24 hours per day, seven days per week in addition to a Monthly Recurring Charge (MRC). This plan is available to all existing and new customers.

There is no nonrecurring charge associated with this calling plan.

2. Conditions

The Flat Rate Calling Plan for Residence plan applies to the following calls:

Direct Dialed Station-to-Station

A customer cannot subscribe to any other intraLATA Discount Calling Plan in conjunction with this plan.

3. Rates

The following per minute of use rate applies 24 hours per day, seven days per week:

<u>IOSC</u>	<u>Monthly Charge</u>	<u>Rate Per Minute</u>
19160	\$15.00 (1)	\$.09

OBSOLETE SERVICE OFFERINGS**F. FRONTIER CALLING FEATURE LOCAL TOLL SAVER
AS OF OCTOBER 22, 2004, THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.**

1. General

This plan offers to residential customers with either Frontier Calling Feature Package 1 or 2 a flat rate for all Intrastate IntraLATA Long Distance Message Telecommunications Service direct dialed calls. All Intrastate IntraLATA long distance calls will be billed at one rate per minute, 24 hours per day, seven days per week. This plan is available to all existing and new customers who subscribe to either Frontier Calling Feature Package 1 or 2.

There are no monthly or nonrecurring charges associated with this calling plan.

2. Conditions

In order to qualify for this plan, a customer must have either Frontier Calling Feature Package 1 or 2. If a customer disconnects the Frontier Calling Feature Package, their toll service will default to the One Price for Residential plan with a \$.09 flat rate.

This plan applies to the following calls:

Direct Dialed Station-to-Station

A customer cannot subscribe to any other intraLATA Discount Calling Plan in conjunction with this plan.

3. Rates

The following per minute of use rate applies 24 hours per day, seven days per week:

<u>IOSC</u>	<u>Rate Per Minute</u>
16179	\$.07

OPTIONAL DISCOUNT CALLING PLANS**G. COMPANY REWARDS****1. General**

Company Rewards is a billing arrangement that provides business customers with an optional calling plan and various discounts consisting of the following components:

- a. Qualifying Usage - Uniform rates, as set forth in C. following, that do not vary by time-of-day or day-of-week, billed on a per minute basis and timed at one second increments apply to the following types of customer-dialed station-to-station sent-paid calls:

Toll, including Circuit Switched Data
- b. Qualifying Local Access Line Revenue – Qualifying local access line revenue is combined with qualifying usage revenue to determine a customer's Company Rewards tier. The qualifying local access line revenue is calculated by multiplying the number of qualifying lines times the local access line additive as set forth in C following.
- c. Volume Discount Rate - Applies to qualifying, monthly usage services based on aggregated qualifying revenue from all customer billing telephone numbers subscribing to Company Rewards. The discount rate is automatically adjusted should a customer's qualifying revenue vary between Company Rewards tiers. The qualifying Company Rewards tier is determined by rating qualifying usage at the Company Rewards Base Rate, as set forth in C. following and adding the qualifying local access revenue calculated as stated in A.2 preceding. There is a maximum and a minimum qualifying usage threshold, as set forth in C. following, that a customer's usage must be within in order to qualify for a volume discount rate.
- d. Loyalty Discount - Applies in the thirteenth (13th) month. For each consecutive year, up to and including the fifth year, a customer will receive an increased loyalty discount, as set forth in C. following. After the fifth year, customers will continue to receive a loyalty discount, capped at the fifth-year discount level. The loyalty discount will apply to the customer's discounted monthly usage charges and will be applied on an individual Billing-Telephone Number. Customers who exceed the Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.

OPTIONAL DISCOUNT CALLING PLANS

G. COMPANY REWARDS (Cont'd)

1. General (Cont'd)

e. Access Line Discount - Applies to:

The following services as contained in the Frontier TXG, Texas General Exchange Tariff:

ISDN-PRI Month-to-Month Arrangement for:

DS1 ISDN-PRI Switched Facility,

ISDN-PRI Access (Interface Arrangement),

Channel Activations (per channel in service):

DID/DIOD Channel,

Watts 800 Channel,

Call-by-Call Service Selection Channel,

IXC Channel, and

Tie Channel Services, as set forth in TXG GET, Section 35,

B1

Manual Trunk

Automatic Trunk and

The following services as contained in the Frontier TXC, General Exchange Tariff:

ISDN-PRI Service

B1

Key Line

PBX Trunk and

Customers will receive a fixed dollar discount, as set forth in C. following, on eligible access lines.

Access lines included in customer specific pricing agreements are ineligible for the access line discount. However, customers with customer specific pricing agreements are eligible to subscribe to and receive the benefits of all the other Company Rewards components. For customers subscribing to a two or three-year Company Rewards service agreement, access line discounts will apply only to those access lines/services rated on the shortest-term period available. Customers must convert their existing access lines to the shortest-term period available in order to be eligible for the access line discounts. Customers who exceed Tier 4 maximum monthly aggregated usage volume will not receive access line discounts. Customers who do not exceed Tier 1 maximum monthly usage volume will also not receive access line discounts.

OPTIONAL DISCOUNT CALLING PLANS**G. COMPANY REWARDS (Cont'd)****2. Conditions**

- a. **Minimum Revenue Threshold** - A customer must meet a minimum monthly revenue threshold, as set forth in C. following. Should a customer's actual monthly aggregate qualified revenue be less than the minimum revenue threshold, a minimum revenue fee will be applied to the customer's main billing telephone number. The minimum revenue fee is equal to the difference between the minimum monthly revenue threshold and the customer's actual monthly aggregate qualified revenue.
- b. **Service Agreement** – Customers are required to sign a one, two, or three-year service agreement. At the end of the term period, the service agreement will be automatically renewed for a one-year term, unless the customer notifies the Telephone Company otherwise. Customers will be required to identify a main billing telephone number in the service agreement to which any applicable minimum revenue charge or termination charge will be applied.
- c. **Termination** – Customers may terminate participation at any time provided the customer gives the Telephone Company a 60-day written notice. The termination will go into effect in the first full billing period following the 60-day notification period. If a customer chooses to cancel the service agreement or disconnects their main billing telephone number identified in the service agreement prior to the expiration date of the term set forth in the service agreement, a termination liability charge, as set forth in C. following, will apply.

In addition, customers who sign a two or three-year service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows:

Number of access lines/services times discount amount per access line/service times number of months expired under the service agreement.

A customer is exempt from paying a termination liability charge under the following conditions:

- A customer migrates to another Telephone Company product or service, or
- A customer terminates participation on the expiration date of the service agreement. The customer must provide written notice prior to the anniversary date. The Telephone Company will terminate the plan in the first full billing period following the 60-day written notice or the first full billing period following the anniversary date, whichever is later.

OPTIONAL DISCOUNT CALLING PLANS

G. COMPANY REWARDS (Cont'd)

2. Conditions (Cont'd)

d. Application of Rates and Charges

- (a) There is no per-message charge applicable to Company Rewards qualifying usage.
- (b) Company Rewards is not available with the following usage:
 - (1) Any local, toll or circuit-switched data optional calling plan/customer specific pricing (CSP) plan calls;
 - (2) Dial Tone Lines provided for Coin Line Service;
 - (3) Network Controlled Inmate Lines, Network Controlled Coin Lines or Network Controlled Non-Coin Lines;
 - (4) Foreign Exchange Service;
 - (5) Dormitory Centrex Service;
 - (6) "9-1-1" Enhanced Service;
 - (7) Hotel/Motel Guest Lines;
 - (8) 976/556, Conference, Collect, Bill to Third Party and Person-to-Person calls;
 - (9) Directory Assistance;
 - (10) National Directory Assistance;
 - (11) Relay Service and Surcharge; and
 - (12) Custom Calling Services

OPTIONAL DISCOUNT CALLING PLANS

G. COMPANY REWARDS (Cont'd)

3. Rates

- a. Company Rewards Base Rate, per minute# \$.16
- b. Volume Discounted Rate, per minute#
- | | |
|--|--------|
| Tier 1 - Total qualifying monthly revenue from \$.01 to \$749 | \$.16 |
| Tier 2 - Total qualifying monthly revenue from \$750 to \$4,999 | .078 |
| Tier 3 - Total qualifying monthly revenue from \$5,000 to \$15,999 | .0715 |
| Tier 4 - Total qualifying monthly revenue from \$16,000 to \$149,999 | .065 |
| Tier 5 - Total qualifying monthly revenue from \$150,000 and above | .16 |
- c. Loyalty Discount, per minute
- | | <u>Year 1</u> | <u>Year 2</u> | <u>Year 3</u> | <u>Year 4</u> | <u>Year 5</u> |
|--------|---------------|---------------|---------------|---------------|---------------|
| Tier 1 | 0% | 2% | 3% | 4% | 5% |
| Tier 2 | 0% | 2% | 3% | 4% | 5% |
| Tier 3 | 0% | 2% | 3% | 4% | 5% |
| Tier 4 | 0% | 2% | 3% | 4% | 5% |
| Tier 5 | 0% | 0% | 0% | 0% | 0% |
- d. Access Line Discount, per month
Access line discounts will apply to customers that meet Tier 2, 3 or 4 thresholds.

	Service Agreement		
	<u>One-Year</u>	<u>Two-Year</u>	<u>Three-Year</u>
Tier 2			
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, per service	\$ 48.00	\$ 46.06	\$ 84.44
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, plus Month-to-Month Arrangement for DS1 ISDN-PRI Switched Facility, per service	48.00	60.00	110.00
Business Line, per line	2.00	2.25	3.00
Automatic (PBX) Trunk, per trunk	2.00	2.25	3.00
Manual (Key) Trunk, per trunk	2.00	2.25	3.00

Each call is timed per second and then usage is billed in the aggregate per month.

OPTIONAL DISCOUNT CALLING PLANS

G. COMPANY REWARDS (Cont'd)

3. Rates (Cont'd)

- e. Access Line Discount, per month
Access line discounts will apply to customers that meet Tier 2, 3 or 4 thresholds. (Cont'd)

	Service Agreement		
	<u>One-Year</u>	<u>Two-Year</u>	<u>Three-Year</u>
Tier 3			
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, per service	\$ 48.00	\$ 84.44	\$103.63
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, plus Month-to-Month Arrangement for DS1 ISDN-PRI Switched Facility, per service	48.00	110.00	135.00
Business Line, per line	2.00	2.50	3.25
Automatic (PBX) Trunk, per trunk	2.00	2.50	3.25
Manual (Key) Trunk, per trunk	2.00	2.50	3.25
Tier 4			
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, per service	48.00	92.11	122.82
ISDN-PRI Access (Interface Arrangement) and Channel Activations: DID/DIOD Channel, Watts 800 Channel, Call-by-Call Service Selection Channel, IXC Channel, and Tie Channel, plus Month-to-Month Arrangement for DS1 ISDN-PRI Switched Facility, per service	48.00	120.00	160.00
Business Line, per line	2.00	2.75	4.00
Automatic (PBX) Trunk, per trunk	2.00	2.75	4.00
Manual (Key) Trunk, per trunk	2.00	2.75	4.00

OPTIONAL DISCOUNT CALLING PLANS

G. COMPANY REWARDS (Cont'd)

3. Rates (Cont'd)

f.	Minimum Usage Fee	
	Minimum Usage Threshold monthly, per service agreement	\$ 150.00
g.	Termination Charge, per service agreement*	\$ 500.00
h.	Local Access Value Additive, per line/service	<u>Monthly Additive</u>
	ISDN-PRI Access and Channel Activations, per service	\$ 200.00
	ISDN-PRI Access and Channel Activations plus	
	Switched Facility, per service	7.00
	Business Line, per line	7.00
	Automatic (PBX) Trunk, per trunk	7.00
	Manual (Key) Trunk, per trunk	7.00
	Centrex Service, per line	25.00

OPTIONAL DISCOUNT CALLING PLANS

H. 5 Cent a Minute Plan(1)

1. Description

- a. This plan is an optional 1+ intrastate intraLATA direct dialed call service. This plan offers flat rate pricing available 24 hours a day, seven days per week to residence customers in Frontier exchanges that subscribe to Frontier Local Calling Plus Pack or Frontier Local Package.

2. Conditions

- a. Calls are billed in one-minute increments.
 b. The initial term of this service is one month.
 c. There is no monthly rate or nonrecurring charge associated with this plan.
 d. Directory Assistance and operator handled calls are excluded from this service.
 e. This service is only available on the line equipped with Frontier Local Calling Plus Pack or Frontier Local Package Service.
 f. If customer cancels Frontier Local Calling Plus Pack or Frontier Local Package, they may choose another optional calling plan otherwise customer will default to standard MTS rates as specified in Section 1.

3. Rates

Monthly RatePer Minute Rate

-

\$.05

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

OPTIONAL DISCOUNT CALLING PLANS**I. Unlimited IntraLATA Toll Usage for Business****1. General**

The Unlimited IntraLATA Toll Usage for Business plan is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1) including extended area service (EAS), Centrex Service, or Centrex Communications System Service. The plan provides unlimited intraLATA Toll voice usage for a flat monthly rate within the customer's intraLATA area, where facilities permit.

2. Conditions

Monthly rates for Unlimited IntraLATA Toll Usage for Business apply per line in addition to B1 including EAS, Centrex Service, or Centrex Communications System monthly line rates.

All regulations applicable to B1, Centrex Service, or Centrex Communications System Service apply to that service when offered with the Unlimited IntraLATA Toll Usage for Business plan.

Unlimited IntraLATA Toll Usage for Business is only available to business customers who subscribe to Frontier as their carrier for all local and intraLATA toll calls.

Unlimited IntraLATA Toll Usage for Business is available to business customers who subscribe to 25 or fewer Frontier lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited IntraLATA Toll Usage for Business for a maximum of ten (10) lines per customer location.

Details on calls made will not be available for this service.

Unlimited IntraLATA Toll Usage for Business plan is not available with the following services:

- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Enhanced Call Forwarding Service – Personal Number
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- ACD/UCD
- Optional Measured Service
- Optional Extended Metro Service
- DFW Calling Plan
- Premium Calling Plan
- Premium Plus Calling Plan
- Toll Block

OPTIONAL DISCOUNT CALLING PLANS

I. Unlimited IntraLATA Toll Usage for Business (Cont'd)

2. Conditions (Con't)

Unlimited IntraLATA Toll Usage for Business plan does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Dial It Service
- Wide Area Telecommunications and 800 Service
- Three Way Calling (per activation)
- *69 (per activation)

Unlimited IntraLATA Toll Usage for Business may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice applications. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Frontier 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.

Unlimited IntraLATA Toll Usage for Business is available with Month-to-Month or for a 1 Year Term. 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 1 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.

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.

- i) 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;
- ii) 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
- iii) 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.

OPTIONAL DISCOUNT CALLING PLANS

I. Unlimited IntraLATA Toll Usage for Business (Cont'd)

3. Rates

	<u>Monthly Rate</u> <u>Business</u>
Unlimited IntraLATA Toll Usage for Business ^{1, 2, 3}	
a. Month-to-Month	\$24.00 (I)
b. One Year Term Option	\$17.00

¹ Unlimited IntraLATA Toll Usage for Business does not include a B1, EAS, Centrex Service, or Centrex Communications System line. Monthly rates for Unlimited IntraLATA Toll Usage for Business apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines per customer location. Eligible Business customers may subscribe to Unlimited Toll Usage for Business for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges, as set forth in Section 13 of this Product Guide, are not applicable for customers ordering Unlimited IntraLATA Toll Usage for Business on an existing B1, Centrex Service, or Centrex Communications System line.